

*Comcast*

**CABLE TELEVISION**

**RESTATED & RENEWAL LICENSE**

**GRANTED TO**

**COMCAST OF MASSACHUSETTS III, INC.**

**THE BOARD OF SELECTMEN**

**TOWN OF SUDBURY,**

**MASSACHUSETTS**

**DATED: March 10th, 2009**

Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

## Table of Contents

Section 6.03 PEG ACCESS EQUIPMENT/FACILITIES FUNDING ..... 23

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Section 6.04	PEG ACCESS CHANNELS MAINTENANCE.....	23
Section 6.05	CENSORSHIP .....	24
Section 6.06	PEG ACCESS CABLECASTING.....	24
Section 6.07	PEG ACCESS.....	24
Section 6.08	ACCESS CORPORATION ANNUAL REPORT.....	25
<b>ARTICLE 7. LICENSE FEES.....</b>		<b>26</b>
Section 7.01	LICENSE FEE PAYMENT .....	26
Section 7.02	PAYMENT.....	26
Section 7.03	OTHER PAYMENT OBLIGATIONS AND EXCLUSIONS.....	26
Section 7.04	LATE PAYMENT.....	26
Section 7.05	RECOMPUTATION .....	27
Section 7.06	AFFILIATES USE OF SYSTEM.....	27
Section 7.07	METHOD OF PAYMENT .....	27
<b>ARTICLE 8. RATES AND CHARGES.....</b>		<b>28</b>
Section 8.01	RATE REGULATION.....	28
Section 8.02	NOTIFICATION OF RATES AND CHARGES.....	28
Section 8.03	PUBLICATION AND NON-DISCRIMINATION .....	28
Section 8.04	CREDIT FOR SERVICE INTERRUPTION.....	28
<b>ARTICLE 9. INSURANCE AND BONDS.....</b>		<b>29</b>
Section 9.01	INSURANCE.....	29
Section 9.02	PERFORMANCE BOND.....	29
Section 9.03	REPORTING.....	30
Section 9.04	INDEMNIFICATION.....	30
Section 9.05	NOTICE OF CANCELLATION OR REDUCTION OF COVERAGE .....	30
<b>ARTICLE 10. ADMINISTRATION AND REGULATION.....</b>		<b>31</b>
Section 10.01	REGULATORY AUTHORITY .....	31
Section 10.02	PERFORMANCE EVALUATION HEARINGS .....	31
Section 10.03	NONDISCRIMINATION .....	31
Section 10.04	EMERGENCY REMOVAL OF PLANT.....	31
Section 10.05	REMOVAL AND RELOCATION .....	32
Section 10.06	JURISDICTION AND VENUE.....	32
<b>ARTICLE 11. DETERMINATION OF BREACH, LIQUIDATED DAMAGES, LICENSE REVOCATION ...</b>		<b>33</b>
Section 11.01	DETERMINATION OF BREACH .....	33
Section 11.02	LIQUIDATED DAMAGES .....	33
Section 11.03	REVOCATION OF THE RENEWAL LICENSE .....	34
Section 11.04	TERMINATION .....	34
Section 11.05	NON-EXCLUSIVITY OF REMEDY.....	34
Section 11.06	NO WAIVER-CUMULATIVE REMEDIES.....	35
<b>ARTICLE 12. SUBSCRIBER RIGHTS AND CONSUMER PROTECTION.....</b>		<b>36</b>
Section 12.01	CUSTOMER SERVICE OFFICE IN SUDBURY .....	36
Section 12.02	TELEPHONE ACCESS .....	36
Section 12.03	CUSTOMER SERVICE CALL CENTER.....	36
Section 12.04	INSTALLATION VISITS-SERVICE CALLS-RESPONSE TIME.....	36
Section 12.05	FCC CUSTOMER SERVICE OBLIGATIONS.....	37
Section 12.06	BUSINESS PRACTICE STANDARDS .....	37
Section 12.07	COMPLAINT RESOLUTION PROCEDURES.....	37
Section 12.08	REMOTE CONTROL DEVICES .....	38
Section 12.09	EMPLOYEE IDENTIFICATION CARDS.....	38
Section 12.10	PROTECTION OF SUBSCRIBER PRIVACY .....	38
Section 12.11	PRIVACY WRITTEN NOTICE.....	39

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Section 12.12	MONITORING.....	39
Section 12.13	DISTRIBUTION OF SUBSCRIBER INFORMATION.....	39
Section 12.14	POLLING BY CABLE.....	39
Section 12.15	INFORMATION WITH RESPECT TO VIEWING HABITS AND SUBSCRIPTION DECISIONS.....	40
Section 12.16	SUBSCRIBER'S RIGHT TO INSPECT AND VERIFY INFORMATION..	40
Section 12.17	PRIVACY STANDARDS REVIEW.....	40
<b>ARTICLE 13. REPORTS, AUDITS AND PERFORMANCE TESTS .....</b>		<b>41</b>
Section 13.01	GENERAL.....	41
Section 13.02	FINANCIAL REPORTS.....	41
Section 13.03	CABLE SYSTEM INFORMATION.....	41
Section 13.04	IN-HOUSE TELEPHONE REPORTS.....	41
Section 13.05	ANNUAL PERFORMANCE TESTS.....	41
Section 13.06	QUALITY OF SERVICE.....	41
Section 13.07	DUAL FILINGS.....	41
Section 13.08	INVESTIGATION.....	42
Section 13.09	INDIVIDUAL COMPLAINT REPORTS.....	42
Section 13.10	SUBSCRIBER COMPLAINT REPORTS.....	42
Section 13.11	SERVICE INTERRUPTION REPORTS.....	42
<b>ARTICLE 14. EMPLOYMENT.....</b>		<b>43</b>
Section 14.01	EQUAL EMPLOYMENT OPPORTUNITY.....	43
Section 14.02	NON-DISCRIMINATION.....	43
<b>ARTICLE 15. MISCELLANEOUS PROVISIONS.....</b>		<b>44</b>
Section 15.01	ENTIRE AGREEMENT.....	44
Section 15.02	CAPTIONS.....	44
Section 15.03	SEPARABILITY.....	44
Section 15.04	ACTS OR OMISSIONS OF AFFILIATES.....	44
Section 15.05	RENEWAL LICENSE EXHIBITS.....	44
Section 15.06	WARRANTIES.....	44
Section 15.07	FORCE MAJEURE.....	45
Section 15.08	REMOVAL OF ANTENNAS.....	45
Section 15.09	SUBSCRIBER TELEVISION SETS.....	45
Section 15.10	APPLICABILITY OF RENEWAL LICENSE.....	45
Section 15.11	NOTICES.....	45
Section 15.12	NO RECOURSE AGAINST THE ISSUING AUTHORITY.....	46
Section 15.13	TOWN'S RIGHT OF INTERVENTION.....	46
Section 15.14	TERM.....	46
<b>EXHIBIT 1 - I-NET DESIGN .....</b>		<b>47</b>
<b>EXHIBIT 2 - I-NET BUILDINGS, FREE DROPS, AND MONTHLY SERVICE .....</b>		<b>50</b>
<b>EXHIBIT 3 - PROGRAMMING AND INITIAL SIGNAL CARRIAGE.....</b>		<b>51</b>
<b>EXHIBIT 4 - GROSS ANNUAL REVENUES REPORTING FORM.....</b>		<b>52</b>
<b>EXHIBIT 5 - BILLING AND TERMINATION OF SERVICE.....</b>		<b>53</b>
<b>EXHIBIT 6- FCC CUSTOMER SERVICE OBLIGATIONS.....</b>		<b>57</b>
<b>EXHIBIT 7 - MASSACHUSETTS CABLE DIVISION FORM 500.....</b>		<b>59</b>
<b>SIGNATURE PAGE.....</b>		<b>60</b>

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**A G R E E M E N T**

This Cable Television Renewal License entered into this tenth day of March, 2009, by and between Comcast of Massachusetts III, Inc., ("Comcast") and the Board of Selectmen of the Town of Sudbury, Massachusetts, as Issuing Authority for the renewal of the cable television license(s) pursuant to M.G.L. c. 166A.

**W I T N E S S E T H**

WHEREAS, the Issuing Authority of the Town of Sudbury, Massachusetts, pursuant to M.G.L. c. 166A is authorized to grant one or more nonexclusive, revocable cable television renewal licenses to construct, operate and maintain a Cable Television System within the Town of Sudbury; and

WHEREAS, Licensee filed a written request for a renewal of its License by letter dated December 5, 2007, in conformity with the Cable Communications Policy Act of 1984 ("Cable Act");

WHEREAS, the Issuing Authority and Comcast engaged in good faith negotiations pursuant to Section 626(h) of the Cable Act and did agree thereto on terms and provisions for Comcast's continued operations and maintenance of its Cable Television System in the Town of Sudbury;

WHEREAS, the Issuing Authority conducted a public hearing, pursuant to Section 626 of the Cable Act, on March 10<sup>th</sup>, 2009, to (1) ascertain the future cable related community needs and interests of Sudbury, and (2) review the performance of Comcast during its current license term.

NOW THEREFORE, in consideration of the mutual covenants herein contained and intending to be legally bound, the parties agree as follows:

## **ARTICLE 1. DEFINITIONS**

For the purpose of this Renewal License, the following words, terms, phrases and their derivations shall have the meanings given herein, unless the context clearly requires a different meaning. When not inconsistent with the context, the masculine pronoun includes the feminine pronoun, words used in the present tense include the future tense, words in the plural number include the singular number and words in the singular number include the plural number. The word shall is always mandatory and not merely directory.

- (1) **Access:** The right or ability of any Sudbury resident and/or any persons affiliated with a Sudbury institution to use designated PEG Access facilities, equipment and/or Licensee-owned channels of the Cable Television System, subject to the conditions and procedures established for such use.
- (2) **Access Channel:** A Licensee-owned channel which the Licensee shall make available to the Town of Sudbury and/or Access Users, without charge, for the purpose of transmitting non-commercial programming by members of the public, Town departments and agencies, public schools, educational, institutional and similar organizations.
- (3) **Access Corporation:** An entity which may be designated by the Issuing Authority from time to time, as responsible for operating and managing public, educational and governmental PEG Access funding, equipment and channels on the Cable Television System.
- (4) **Affiliate or Affiliated Person:** Another person who owns or controls, is owned or controlled by, or is under common ownership or control with, such person.
- (5) **Basic Service:** Any service tier which includes the retransmission of local television broadcast signals.
- (6) **CMR:** The acronym for Code of Massachusetts Regulations.
- (7) **Cable Act:** Public Law No. 98-549, 98 Stat. 2779 (1984) (the Cable Communications Policy Act of 1984), as amended by Public Law No. 102-385, 106 Stat. 1460 (1992) (the Cable Television Consumer Protection and Competition Act of 1992, as further amended by Public Law No. 104-458, 110 Stat. 110 (1996) (the Telecommunications Act of 1996), as may be amended from time to time.
- (8) **Cable Advisory Committee:** The Cable Television Advisory Committee, or a single Cable Advisor, as appointed and designated by the Issuing Authority.
- (9) **Cable Division:** The Cable Television Division of the Massachusetts Department of Telecommunications and Cable, or any successor agency.
- (10) **Cable Service or Service:** The one-way transmission to Subscribers of Video Programming or other Programming services, together with Subscriber interaction, if any, which is required for the selection of such Video Programming or other Programming services.
- (11) **Cable Television System or Cable System:** A facility, consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service which includes Video Programming and which is provided to multiple Subscribers within the Town, but such term does not include (A) a facility that serves only to retransmit the television signals of one or more television broadcast stations; (B) a facility that serves subscribers without using any public right-of-way; (C) a facility of a common carrier which is subject, in whole or in part, to the provisions of Title II of the Cable Act, except that such facility shall be considered a cable system (other than for purposes of section 621(c) of the Cable Act) to the extent such facility is used in the transmission of Video Programming directly to subscribers unless the extent of such use is solely to provide interactive on-demand services; (D) an open video system that complies with Section 653 of the Cable Act; or (E) any facilities of any electric utility used solely for operating its electric utility systems.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

- (12) Commercial Subscriber: A commercial, non-residential Subscriber to Cable Television Service.
- (13) Complaint: Any written or verbal contact with the Licensee in connection with subscription in which a Person expresses dissatisfaction with an act, omission, product or service that is (1) within the Licensee's control, and (2) requires a corrective measure on the part of the Licensee.
- (14) Converter: Any device altering a Signal coming to a Subscriber. A Subscriber Converter may expand reception capacity and/or unscramble coded Signals distributed over the Cable System.
- (15) Department of Public Works or DPW: The Department of Public Works of the Town of Sudbury, Massachusetts.
- (16) Downstream Channel: A channel over which Signals travel from the Cable System Headend to an authorized recipient of Programming.
- (17) Drop: The cable that connects an Outlet to the Institutional Network, or to a feeder cable of the Cable System.
- (18) DVR: Digital Video Recorder.
- (19) Educational Access Channel: A Licensee-owned channel on the Cable System made available by the Licensee to the Issuing Authority or its designee(s) for use by, among others, educational institutions and/or educators wishing to present non-commercial educational Programming and/or information to the public.
- (20) Execution Date: March 10<sup>th</sup>, 2009.
- (21) FCC: The Federal Communications Commission, or any successor agency.
- (22) Government Access Channel: A Licensee-owned channel on the Cable System made available by the Licensee to the Issuing Authority for use by, among others, those Persons and/or its designees wishing to present non-commercial governmental Programming and/or information to the public.
- (23) Gross Annual Revenues: Revenues received by the Licensee and/or its Affiliates from the carriage of Signals over the Cable Television System for the provision of Cable Service(s) including, without limitation: the distribution of any Service over the Cable System; Basic Service monthly fees; all other Service fees; any and all Cable Service fees and/or Cable Service charges received from Subscribers; installation, reconnection, downgrade, upgrade and any similar fees; all digital Cable Service revenues; interest earned on Subscriber fees and/or charges; fees paid on all Subscriber fees; all Commercial Subscriber revenues; fees paid for channels designated for commercial use; Converter, remote control and other equipment rentals, and/or leases or and/or sales; all home-shopping service(s) revenues; and advertising revenues. In the event that an Affiliate is responsible for advertising, advertising revenues shall be deemed to be the pro-rata portion of advertising revenues, paid to the Cable System by an Affiliate for said Affiliate's use of the Cable System for the carriage of advertising. Gross Annual Revenues shall also include the Gross Revenue of any other Person which is received directly or indirectly from or in connection with the operation of the Cable System to the extent that said revenue is derived, through a means which has the effect of avoiding payment of License Fees to the Town that would otherwise be paid herein. Gross Annual Revenues shall not include actual bad debt that is written off; provided, however, that all or any part of any such actual bad debt that is written off, but subsequently collected, shall be included in Gross Annual Revenues in the period so collected.
- (24) Headend: The electronic control center of the Cable System containing equipment that receives, amplifies, filters and converts incoming Signals for distribution over the Cable System.
- (25) Hub or Hub Site: A sub-Headend, generally located within a cable television community, owned, operated and maintained by the Licensee, use of which may include, but not be limited to Signal processing or switching..
- (26) Institutional Network ("I-Net"): The Licensee-owned fiber-optic network connecting Town buildings and schools, for the exclusive non-commercial use of the Town, its departments and/or its designees.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

- (27) Institutional Network Administrator: The employee or representative of the Town, or his or her designee, designated by the Issuing Authority, with responsibility for the overall administration and management of the I-Net.
- (28) Issuing Authority: The Board of Selectmen of the Town of Sudbury, Massachusetts, pursuant to M.G.L. 166A.
- (29) Leased Channel or Leased Access: A video channel(s) which the Licensee shall make available pursuant to Section 612 of the Cable Act.
- (30) License Fee or Franchise Fee: The payments to be made by the Licensee to the Town of Sudbury or its designee(s), which shall have the meaning as set forth in Section 622(g) of the Cable Act and M.G.L. Chapter 166A.
- (31) Licensee: Comcast of Massachusetts, III, Inc. ("Comcast") or any successor or transferee in accordance with the terms and conditions in this Renewal License.
- (32) Normal Business Hours: Those hours during which most similar businesses in Sudbury are open to serve customers. In all cases, Normal Business Hours must include some evening hours at least one night per week and/or some weekend hours.
- (33) Origination Capability or Origination Point: An activated Outlet and connection to the I-Net, allowing a User(s) to transmit a Signal(s) to a designated location.
- (34) Outlet: An interior receptacle, generally mounted in a wall that connects a Subscriber's or User's equipment to the Cable System.
- (35) Pay Cable or Premium Services: Programming delivered for a fee or charge to Subscribers on a per-channel basis or group-of-channels basis.
- (36) Pay-Per-View: Programming delivered for a fee or charge to Subscribers on a per-program or per-event basis.
- (37) Pedestal: An environmental protection unit used in housing Cable Television System isolation units and/or distribution amplifiers.
- (38) PEG: The acronym for "public, educational and governmental," used in conjunction with Access Channels, support and facilities.
- (39) PEG Access Channels: Any Licensee-owned channel(s) made available for the presentation of PEG Access Programming.
- (40) Person: Any corporation, partnership, limited partnership, association, trust, organization, other business entity, individual or group of individuals acting in concert.
- (41) Prime Rate: The prime rate of interest at the Federal Reserve Bank.
- (42) Public Access Channel: A Licensee-owned channel on the Cable System made available by the Licensee to the Issuing Authority or its designee(s) for use by, among others, Sudbury residents, organizations and/or its designees wishing to present non-commercial Programming and/or information to the public.
- (43) Public Way or Street: The surface of, as well as the spaces above and below, any and all public streets, avenues, highways, boulevards, concourses, driveways, bridges, tunnels, parks, parkways, waterways, bulkheads, piers, dedicated public utility easements, and public grounds or waters and all other publicly owned real property within or belonging to the Town, now or hereafter existing. Reference herein to "Public Way" or "Street" shall not be construed to be a representation or guarantee by the Town that its property rights are sufficient to permit its use for any purpose, or that the Licensee shall gain or be permitted to exercise any rights to use property in the Town greater than those already possessed by the Town.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

- (44) Renewal License: The non-exclusive Cable Television License granted to the Licensee by this instrument.
- (45) Scrambling/encoding: The electronic distortion of a Signal(s) in order to render it unintelligible or un-receivable without the use of a Converter, or other Licensee-enabled decoding device.
- (46) Signal: Any transmission of electromagnetic or optical energy carried from one location to another.
- (47) State: The Commonwealth of Massachusetts.
- (48) Subscriber: Any Person, firm, corporation or other entity who or which elects to subscribe to, for any purpose, a Service provided by the Licensee by means of, or in connection with, the Cable Television System.
- (49) Subscriber Network: The 750 MHz Cable Television System to be operated and maintained by the Licensee, over which Signals can be transmitted to Subscribers.
- (50) Town: The Town of Sudbury, Massachusetts.
- (51) Town Counsel: The Town Counsel of the Town of Sudbury, Massachusetts.
- (52) Trunk and Distribution System: That portion of the Cable System for the delivery of Signals, but not including Drop Cable(s) to Subscriber's residences.
- (53) Upstream Channel: A channel over which Signals travel from an authorized location to the Cable System Headend.
- (54) User: A Person utilizing the Cable Television System, including all related facilities for purposes of production and/or transmission of electronic or other Signals, as opposed to utilization solely as a Subscriber.
- (55) VCR: The acronym for video cassette recorder.
- (56) Video Programming or Programming: Programming provided by, or generally considered comparable to programming provided by, a television broadcast station.

## **ARTICLE 2. GRANT OF RENEWAL LICENSE**

### **Section 2.01 GRANT OF RENEWAL LICENSE**

- (a) Pursuant to the authority of Chapter 166A of the General Laws of the Commonwealth of Massachusetts, and subject to the terms and conditions set forth herein, the Board of Selectmen of the Town of Sudbury, Massachusetts, as the Issuing Authority of the Town, hereby grants a non-exclusive Cable Television Renewal License to the Licensee authorizing the Licensee to operate and maintain a Cable Television System within the corporate limits of the Town of Sudbury.
- (b) This Renewal License is subject to the terms and conditions contained in Chapter 166A of the laws of Massachusetts; the regulations of the FCC; the Cable Act; and all Town, State and federal statutes and by-laws of general application, as all may be amended, from time to time.
- (c) Subject to the terms and conditions herein, the Issuing Authority hereby grants to the Licensee the right to operate and maintain the Cable Television System in, under, over, along, across or upon the Public Ways and Streets, lanes, avenues, alleys, sidewalks, bridges, highways and other public places under the jurisdiction of the Town of Sudbury within the municipal boundaries and subsequent additions thereto, including property over, under or on which the Town has an easement or right-of-way, for the purpose of reception, transmission, collection, amplification, origination, distribution, and/or redistribution of Cable Services and Signals in accordance with the laws of the United States of America, the State of Massachusetts and the Town of Sudbury. In exercising rights pursuant to this Renewal License, the Licensee shall not endanger the lives of Persons, interfere with any installations of the Town, any public utility serving the Town or any other Persons permitted to use Public Ways and places.
- (d) Grant of this Renewal License shall not establish priority for use over other present or future permit holders or the Town's own use of Public Ways and places. Disputes between the Licensee and other parties regarding use of Public Ways and places shall be resolved in accordance with any applicable regulations of the Department of Public Works and any special laws or Town by-laws and/or regulations enacted hereafter. The Licensee reserves the right to appeal any such dispute in a court of competent jurisdiction.

### **Section 2.02 TERM OF RENEWAL LICENSE**

- (a) This Renewal License shall commence on the Execution Date. The period from the Execution Date through November 5, 2010 represents the unexpired term of the previous renewal license, dated November 6, 2000, and, as such, the terms herein constitute an amendment and restatement of said previous renewal license.
- (b) The term of this Renewal License shall extend through November 5, 2020.

### **Section 2.03 NON-EXCLUSIVITY OF RENEWAL LICENSE**

- a) This Renewal License shall not affect the right of the Issuing Authority to grant to any other Person a license or right to occupy or use the Public Ways or Streets, or portions thereof, for the construction, upgrade, installation, operation or maintenance of a Cable Television System within the Town of Sudbury, or the right of the Issuing Authority to permit the use of the Public Ways and places of the Town for any purpose(s) whatsoever. The Licensee hereby acknowledges the Issuing Authority's right to make such grants and permit such uses.
- (b) The grant of any additional cable television license(s) shall not be on terms more favorable or less burdensome than those contained in this Renewal License. The grant of any additional cable television license(s) shall be at the sole discretion of the Issuing Authority.
- (i) In the event that the Licensee believes that any additional cable television license(s) have been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal License,

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

the Licensee may request, in writing, that the Issuing Authority convene a public hearing on that issue. The Issuing Authority shall convene said hearing within forty-five (45) days of such request, unless otherwise agreed to by the Issuing Authority and the Licensee. Along with said written request, the Licensee shall provide the Issuing Authority with written reasons for its belief. At the public hearing, the Issuing Authority shall afford the Licensee an opportunity to demonstrate that any such additional cable television license(s) are on terms more favorable or less burdensome than those contained in this Renewal License. The Licensee shall provide the Issuing Authority with such financial or other relevant information as is requested in order to justify its belief.

(ii) Should the Licensee demonstrate, and the Issuing Authority reasonably finds, that any such additional cable television license(s) have been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal License, the Issuing Authority shall consider and negotiate, in good faith, equitable amendments to this Renewal License.

(c) The issuance of additional license(s) shall be subject to applicable federal law(s), and M.G.L. Chapter 166A and applicable regulations promulgated thereunder.

#### **Section 2.04 POLICE AND REGULATORY POWERS**

By executing this Renewal License, the Licensee acknowledges that its rights are subject to the powers of the Town to adopt and enforce general by-laws necessary to the safety and welfare of the public. The Licensee shall comply with all applicable DPW regulations, and any by-laws and/or regulations enacted and/or amended by the Town. Any conflict between the terms of this Renewal License and any present or future lawful exercise of the Town's police and regulatory powers shall be resolved in a court of competent jurisdiction.

#### **Section 2.05 REMOVAL OR ABANDONMENT**

Upon termination of this Renewal License, by passage of time or otherwise, unless (1) the Licensee has had its license renewed for another term, or (2) the Licensee transferred the Cable Television System to a transferee approved by the Issuing Authority, pursuant to Section 2.06 below, the Licensee shall remove all of its supporting structures, poles, Trunk and Distribution Systems, and other appurtenances from the Public Ways and shall restore the areas to their original condition. If such removal is not complete within six (6) months of such termination, the Issuing Authority may deem any property not removed as having been abandoned.

#### **Section 2.06 TRANSFER OF THE RENEWAL LICENSE**

(a) Subject to applicable law, neither this Renewal License, nor control thereof, shall be transferred, assigned or disposed in any manner, voluntarily or involuntarily, directly or indirectly, or by transfer of control of any Person, company and/or other entity holding such Renewal License to any other Person, company and/or other entity, without the prior written consent of the Issuing Authority, which consent shall not be arbitrarily or unreasonably withheld or delayed. Such consent shall be given only after a hearing upon a written application therefor on forms prescribed by the Cable Division and/or the FCC. The application for consent to a transfer or assignment shall be signed by the Licensee and by the proposed transferee or assignee or by their representatives, evidence of whose authority shall be submitted with the application.

(b) Pursuant to 207 CMR 4.01(2), a transfer or assignment of a license or control thereof between commonly controlled entities, between affiliated companies, or between parent and subsidiary corporations, shall not constitute a transfer or assignment of a license or control thereof under M.G.L.c.166A Section 7. Under 207 CMR 4.00, an "affiliated company" is any person or entity that directly or indirectly, or through one or more intermediaries, controls, is controlled by, or is under common control with another person or entity.

(c) Subject to applicable law, in considering a request to transfer control of this Renewal License, the Issuing Authority shall consider such factors as the transferee's management experience, technical expertise, financial capability, and legal ability to operate the Cable System under the Renewal License, and may consider other criteria allowable under applicable federal and/or State law(s) and/or regulation(s).

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

- (d) The consent or approval of the Issuing Authority to any assignment or transfer of the Renewal License granted to the Licensee shall not constitute a waiver or release of the rights of the Town in and to the Streets and Public Ways or any other rights of the Town under this Renewal License, and any such transfer shall, by its terms, be expressly subordinate to the terms and conditions of this Renewal License.
- (e) The Licensee shall submit to the Issuing Authority the application and FCC Form 394 requesting such transfer or assignment consent.
- (f) The consent of the Issuing Authority shall be given only after a public hearing to consider the written application for transfer. Unless otherwise allowed by applicable law(s), the Issuing Authority shall make a decision on said written application within one hundred and twenty (120) days of receipt of said application. After 120 days, the application shall be deemed approved, unless said 120 day period is extended by mutual consent of the parties, in accordance with applicable law.
- (g) Any proposed controlling or owning Person or transferee approved by the Town shall be subject to all of the terms and conditions contained in this Renewal License.

**Section 2.07 EFFECT OF UNAUTHORIZED TRANSFER ACTION**

- (a) Any transfer of the Cable System without complying with Section 2.06 above shall be null and void, and shall be deemed a material breach of this Renewal License and shall be subject to Section 11.1 infra and Section 11.2 infra.
- (b) If the Issuing Authority denies its consent to any such action and a transfer has nevertheless been effected, the Issuing Authority may revoke and terminate this Renewal License, unless such transfer is otherwise allowable by applicable law.
- (c) The grant or waiver of any one or more of such consents shall not render unnecessary any subsequent consent or consents, nor shall the grant of any such consent constitute a waiver of any other rights of the Town.

### ARTICLE 3. SYSTEM DESIGN

#### Section 3.01 SUBSCRIBER NETWORK

- (a) The Licensee shall continue to operate and make available to all residents of the Town its existing 750 MHz Subscriber Network.
- (b) The Licensee shall transmit all of its Signals to Sudbury Subscribers in stereo, provided that such Signals are furnished to the Licensee in stereo.

#### Section 3.02 INSTITUTIONAL NETWORK

- (a) The Licensee shall continue to operate, maintain, service, and repair its fiber-optic I-Net in the Town for the Town's non-commercial use for the entire term of this Renewal License. The I-Net shall conform to the design specifications contained in Exhibit 1, attached hereto. The Licensee shall keep the I-Net properly maintained for purposes of "24/7" operation.
- (b) Said I-Net shall consist of six (6) fiber-optic cables, to be allocated to the Town as follows:
  - (i) four (4) fibers for the Town's use pursuant to this Section 3.02; and
  - (ii) two (2) fibers for the Town's spare use.
- (c) The Licensee shall provide and maintain one (1) I-Net Drop, without charge to the Town and/or any designated institutions, to each of the municipal buildings ("I-Net Buildings") identified in **Exhibit 2**. Additional I-Net Drops, if any, in excess of the above shall be installed by the Licensee subject to payment by the Town of the Licensee's actual costs for time and materials plus a reasonable rate of return in accordance with applicable law(s). The location of all I-Net Drops shall be determined jointly by the Licensee and the Issuing Authority, or its designee(s). The Licensee shall discuss the location of each Drop with the appropriate officials in each I-Net Building(s), prior to the installation of such Drop. The Issuing Authority shall designate such officials in writing to the Licensee.
- (d) The I-Net shall be capable of transmitting any and all Signals that were and/or are being transmitted by the Town, Lincoln-Sudbury Regional High School, and the Sudbury Public Schools as of and prior to the Execution Date of this Renewal License (hereinafter referred to as the "I-Net Signals"), from and among those I-Net Buildings listed in **Exhibit 2** attached hereto and made a part hereof. Said capability includes, but is not limited to (i) live Origination Capability and transmission of Video Programming onto the PEG Access Channels; (ii) transmission of Video Programming between Town and Sudbury Public School Buildings or Lincoln-Sudbury Regional High School; and (iii) transmission of other I-Net Signals between Town and Sudbury Public School buildings or Lincoln-Sudbury Regional High School. The I-Net shall be capable of transmitting the Town's I-Net Signals between the I-Net Buildings designated by the Issuing Authority during the term of the Renewal License. All such Town I-Net Signals, Sudbury Public School I-Net Signals, and Lincoln-Sudbury Regional High School I-Net Signals, shall be transmitted on separate "channels" within each fiber, or on separate fiber pairs. Designated Users shall be able to transmit I-Net Signals to other institutions using modulators or similar appropriate Signal processing equipment provided by the Licensee. Any and all I-Net Signals on the I-Net shall be those specified by the Town.
- (e) At its sole cost and expense, the Licensee shall provide, install and maintain all equipment required to enable the I-Net to meet the I-Net Signal uses delineated in paragraph (d) above and Exhibit 1 hereto, including, but not limited to, termination equipment, which equipment shall include a video termination node and RF modulator connected to the first fiber pair at each I-Net Building with Origination Capability as designated in **Exhibit 2**.
- (f) Upon the Execution Date of this Renewal License, the Licensee shall deed to the Town all existing 100Mb/s data termination equipment connected to the additional I-Net fiber pair, referenced in paragraph (b)(ii) above, located at each I-Net Building, and all existing 100Mb/s data switching equipment located at the Flynn Building Hub for (\$1.00)

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

One Dollar. The Licensee shall not charge the Issuing Authority and/or the Town for such equipment, nor shall the Licensee in any manner pass-through to Sudbury Subscribers the costs of such equipment.

(g) The Licensee's I-Net Hub Site shall continue to be located at the Flynn Building, without charges of any kind to, and/or by, the Licensee, Issuing Authority and/or the Town. The Town shall provide the Licensee with adequate space for I-Net equipment on or in Town property. The Licensee's equipment rack shall not be made available to accommodate or house Town-owned equipment. The Town shall be responsible for providing separate space for its own I-Net equipment. If the Issuing Authority decides to relocate the I-Net Hub Site, it will do so at its own expense and at no cost to the Licensee.

(h) The I-Net shall be maintained by the Licensee as follows:

- (1) The I-Net shall be maintained, at all times in the downstream and upstream mode(s) to conform to applicable FCC standards. Proof of Performance tests shall be made available to the Issuing Authority and/or its designee upon reasonable written request.
- (2) The Licensee's response to all I-Net outages or significant service degradation shall meet the same standards as its response to Subscriber Network outages, but in any case within two (2) hours of notification during Normal Business Hours, and by 7:00 a.m. the next business day during non-business hours.
- (3) The Town shall identify, and provide to the Licensee, the name and a telephone number for the I-Net Administrator.
- (4) For scheduled I-Net maintenance activities, and scheduled Subscriber Network maintenance activities that may impact the I-Net, whether initiated at the Town's request or by the Licensee, the Licensee shall make its best effort to provide a minimum of one (1) week notice to the I-Net Administrator, except in emergency situations and/or unless otherwise agreed to by the I-Net Administrator.
- (5) For all Cable System maintenance activities likely to impact I-Net service, scheduled or otherwise, the Licensee shall notify the I-Net Administrator prior to the commencement of any such work.
- (6) All requests for I-Net maintenance shall be coordinated by the I-Net Administrator.
- (7) The Licensee shall have responsibility for, and control of, I-Net channel assignments. The I-Net Administrator shall be informed of any changes regarding I-Net channel assignments before any such changes are instituted by the Licensee.

(i) The Town shall have the right hereto to use the I-Net for any non-commercial I-Net Signal transmission purposes whatsoever without charges of any kind levied by the Licensee.

(j) All remote I-Net video transmissions shall be sent on an Upstream Channel to the I-Net Hub, where such transmissions shall be reprocessed, switched and designated on the appropriate Downstream Channel(s) on the I-Net or the Subscriber Network. The Licensee shall be responsible for the connecting and reprocessing of all Upstream Channel video Signals to the appropriate Subscriber Network Downstream Channels. Said switching shall be performed by the Licensee at no cost to the Issuing Authority and/or the Town.

(k) The Licensee shall have the sole responsibility for maintaining, repairing, and operating the entire I-Net, as well as isolating failures to individual components thereto; provided, however, that the Licensee shall not be responsible for the repair or replacement of any component owned by the Town, or any component owned by the Licensee but damaged due to a negligent act of a Town I-Net User.

(l) In the event that there are technical problems with the I-Net, excluding any devices, hardware or software not under the control or ownership of the Licensee but installed and maintained by the Town or other authorized I-Net User, the Licensee shall resolve such technical problem(s) promptly. Should such problem(s) continue, the Issuing Authority and the Licensee shall meet to discuss a resolution of such problem. The Issuing Authority shall have the right to reasonably request, in writing, a performance test of the I-Net, should such problem(s) persist. The Licensee shall initiate such performance tests within seven (7) days of its receipt of any such written request, and

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

then correct the problem within an additional seven (7) days and submit the results to the Issuing Authority promptly, unless the Licensee notifies the Issuing Authority, in writing, that such correction cannot be completed with such additional seven (7) day period.

(l) The Licensee shall be responsible for all necessary I-Net inspections and performance tests. I-Net performance tests shall be performed at least once every six (6) months. Test results shall be submitted to the I-Net Administrator upon his or her written request.

(m) For the term of this Renewal License, the Licensee shall hold all rights and title in the I-Net, but shall provide the Town the exclusive right to use the I-Net, without charge(s), throughout the term of this Renewal License.

(n) The I-Net shall not be physically and/or directly connected to and/or with the Cable System and/or facilities of any other Cable System operator in the Town without the express written permission of the Licensee and such other Cable System operator.

**Section 3.03    EMERGENCY ALERT SYSTEM**

The Subscriber Network shall comply with the FCC's Emergency Alert System ("EAS") regulations.

**Section 3.04    PARENTAL CONTROL CAPABILITY**

The Licensee shall comply with all requirements of federal law(s) and regulations governing Subscribers' capability to control the reception of any channels being received on their television sets.

**Section 3.05    NOTICE CONCERNING CONSTRUCTION ACTIVITIES**

During any future, major upgrade of its Cable System, at reasonable intervals, the Licensee shall supply the Issuing Authority, the Department of Public Works and the Chief of Police with a map or a list of the areas of the Town which are anticipated to be under construction. The Licensee shall, at the request of the Issuing Authority, furnish the Issuing Authority or its designated representatives with progress reports indicating in detail the progress in the upgrade of the Cable System.

## **ARTICLE 4. MAINTENANCE AND OPERATION**

### **Section 4.01 SERVICE AVAILABLE TO ALL RESIDENTS**

(a) The Licensee shall make its Cable Service available to all residents of the Town, unless legally or otherwise prevented from doing so by factors outside of the Licensee's control, including, but not limited to, denial of access by an owner(s) of private property or multiple dwelling units. Availability of Cable Service is subject to installation charges.

(b) Installation charges shall be non-discriminatory except that an additional charge for time and materials may be made for customized installation within a Subscriber's residence or except when the Licensee is engaged in marketing promotions. A standard installation charge shall be established by the Licensee which shall apply to any residence located not more than one hundred fifty feet (150') from the existing aerial Trunk and Distribution System and additions thereto.

### **Section 4.02 LOCATION OF CABLE TELEVISION SYSTEM**

The Licensee shall operate and maintain the Cable Television System within the Town of Sudbury. Licensee-owned poles, towers and other obstructions shall be erected so as not to interfere with vehicular or pedestrian traffic over Public Ways. The erection and location of all Licensee-owned poles, towers and other obstructions shall be in accordance with all applicable State and local laws and regulations.

### **Section 4.03 UNDERGROUND FACILITIES**

(a) In the areas of the Town in which telephone lines and electric utility lines are, or in the future specified to be, underground, whether required by law or not, all of the Licensee's lines, cables and wires shall be underground, unless the Issuing Authority and the Licensee mutually agree in writing not to place said facilities underground. At such times that these facilities are placed underground by the telephone and electric utility companies, the Licensee shall likewise place its facilities underground at no cost to the Town.

(b) Pursuant to Section 4.03(a) above, underground cable lines shall be placed beneath the pavement sub-grade in compliance with applicable Town by-laws, rules, regulations and/or standards. It is the policy of the Town that existing poles for electric and communication purposes shall be utilized wherever possible and that underground installation is preferable to the placement of additional poles.

### **Section 4.04 TREE TRIMMING**

In installing, operating and maintaining equipment, cable and wires, the Licensee shall avoid all unnecessary damage and injury to trees, structures, in and along Public Ways. The Licensee shall be subject to M.G.L. Chapter 87 and shall comply with all rules established by the Issuing Authority and/or its designee(s) during the term of this Renewal License. All tree and/or root trimming and/or pruning provided for herein shall be done pursuant to appropriate regulations of the Town's Tree Warden and/or Department of Public Works.

### **Section 4.05 RESTORATION TO PRIOR CONDITION**

Whenever the Licensee takes up or disturbs any pavement, sidewalk or other improvement of any Public Way, the same shall be replaced and the surface restored in as good condition as before entry as soon as practicable. If the Licensee fails to make such restoration within a reasonable time, the Issuing Authority may fix a reasonable time for such restoration and repairs and shall notify the Licensee in writing of the restoration and repairs required and the time fixed for performance thereof. Upon failure of the Licensee to comply within the specified time period, the

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Issuing Authority may cause proper restoration and repairs to be made and the reasonable expense of such work shall be paid by the Licensee upon demand by the Issuing Authority.

**Section 4.06 TEMPORARY RELOCATION**

Pursuant to applicable law(s), the Licensee shall temporarily raise or lower its wires or other equipment upon the reasonable request of any Person holding a building moving permit issued by the Town. The expense of such raising or lowering shall be paid by the Licensee, unless otherwise required or permitted by applicable law. The Licensee shall be given reasonable notice necessary to maintain continuity of service.

**Section 4.07 DISCONNECTION AND RELOCATION**

The Licensee shall, without charge to the Town, protect, support, temporarily disconnect, relocate in the same Street or other Public Way, or remove from any Street or any other Public Ways, any of its property as required by the Issuing Authority and/or its designee(s) by reason of traffic conditions, public safety, street construction, change or establishment of street grade, or the construction of any public improvement or structure by any Town department acting in a governmental capacity.

**Section 4.08 SAFETY STANDARDS**

The Licensee shall operate, maintain and remove the Cable Television System in conformance with Occupational Safety and Health Administration (OSHA) regulations, the Massachusetts Electrical Code, the National Electrical Code, the National Electrical Safety Code the rules and regulations of the Cable Division and the FCC, all State and local laws, and all land use restrictions as the same exist or may be amended hereafter. Enforcement of such codes shall be by the appropriate regulatory authority.

**Section 4.09 PEDESTALS**

In any cases in which Pedestals housing passive devices are to be utilized, in Town Public Ways or within the Town public lay-out, such equipment shall be installed in accordance with applicable DPW regulations; provided, however, that the Licensee may place active devices (amplifiers, line extenders, power supplies, etc.) in a low-profile electronic control box at Town-approved locations to be determined when the Licensee applies for a permit. All such equipment shall be shown on the Cable System maps submitted to the Town in accordance with Section 4.11 infra. In the event that the Licensee is no longer using any such Pedestals for the provision of Cable Service(s), the Licensee shall expeditiously remove any such Pedestals from the Public Way(s), unless the Licensee is otherwise permitted to use such Pedestals pursuant to applicable law(s).

**Section 4.10 PRIVATE PROPERTY**

The Licensee shall be subject to all laws, by-laws and/or regulations regarding private property in the course of constructing, installing, operating and maintaining the Cable Television System in the Town. The Licensee shall promptly repair or replace all private property, real and personal, damaged or destroyed as a result of the construction, installation, operation or maintenance of the Cable System at its sole cost and expense.

**Section 4.11 CABLE SYSTEM MAPS**

Upon written request, the Licensee shall file with the Issuing Authority strand maps of all Cable System plant. If changes are made in the Cable System, the Licensee, upon written request, shall file the affected or revised updated map(s) not more than once annually, not later than thirty (30) days after each such request.

**Section 4.12 SERVICE INTERRUPTION**

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Except where there exists an emergency situation necessitating a more expeditious procedure, the Licensee may interrupt Service for the purpose of non-routine repairing, constructing or testing the Cable Television System only during periods of minimum use and, when practical, only after a minimum of forty-eight (48) hours notice to all affected Subscribers.

**Section 4.13    COMMERCIAL ESTABLISHMENTS**

The Licensee shall make Cable Service(s) available to any commercial establishments in the Town, provided that said establishment(s) agrees to pay for construction, installation and monthly subscription costs as established by the Licensee, including costs of extending the Trunk and Distribution System, if necessary in order to provide such Cable Service.

**Section 4.14    "DIG SAFE"**

The Licensee shall comply with all applicable "dig-safe" provisions, pursuant to Massachusetts General Laws Chapter 82, Section 40.

**Section 4.15    RIGHT TO INSPECTION OF CONSTRUCTION**

(a) Subject to paragraph (b) below, the Issuing Authority and/or its designee(s) shall have the right to inspect all plant of the Licensee, as well as construction and installation work performed subject to the provisions of this Renewal License, in order to ensure the Licensee's compliance with the terms and conditions of this Renewal License and all other applicable law. Any such inspection shall not interfere with the Licensee's operations, except in emergency situations.

(b) Any inspection requested by the Issuing Authority shall be without charge(s) to the Licensee, and shall have prior approval of the Licensee, which approval shall not be unreasonably denied. The Licensee shall have the right to be present during all such inspections.

**Section 4.16    STANDBY POWER**

The Licensee shall maintain standby power at the Headend facility and any sub-Headend facility services to the Town. Such standby power shall have continuous capability, contingent upon availability of fuel necessary to operate generators, and shall become activated automatically upon the failure of normal power supply. Upon written request, the Licensee shall furnish evidence to the Issuing Authority that such standby power has been tested annually and is in good repair.

**Section 4.17    INTERNAL HOME WIRING**

Subscribers, in accordance with applicable law(s) and regulation(s), and to the extent compatible with the Cable System and not in violation of any Signal leakage requirements, may use their own home wiring and Outlets for interconnection with the Cable System; provided however that such home wiring violates applicable Signal leakage requirements, the Licensee reserves the right to disconnect said subscriber's service until such time that the internal wiring performs to applicable standards. The Licensee shall, upon request, make available to Subscribers its specifications and policies concerning such home wiring compatibility with the Cable System.

**Section 4.18    RELOCATION OF FIRE ALARMS**

The Licensee shall not relocate any fire alarm cable or equipment except with the consent and approval of the Sudbury Fire Chief. Any transfer of fire alarm cables or equipment shall be performed by the Sudbury Fire Department and/or its designee(s). The Licensee shall reimburse the Town, at cost, for any reasonable expenses, including materials and labor caused by relocation of any fire alarm cable or equipment to make poles ready for the

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Licensee's Cable System to the extent that the Licensee's attachments cause a fire alarm component to be out of compliance with applicable code.

**Section 4.19    LOSS OF SERVICE-SIGNAL QUALITY**

The Licensee shall comply with all applicable FCC regulations and standards relating to quality of the Signals transmitted over the Cable System. Upon a showing of a number of Complaints from Subscribers that indicates a general or area-wide Signal quality problem concerning consistently poor or substandard Signal quality in the System, the Licensee, after fourteen (14) days written notice from the Issuing Authority, shall cure any deficiency; provided, however, that the Licensee may request additional time from the Issuing Authority in which to correct said deficiency, which permission shall not be unreasonably denied. The Issuing Authority and the Licensee shall enter into good-faith discussions concerning possible remedies for consistent Signal degradation, provided that the Licensee shall not be obligated to maintain Signal quality in excess of FCC regulations.

## **ARTICLE 5. SERVICES AND PROGRAMMING**

### **Section 5.01 BASIC SERVICE**

The Licensee shall make available a Basic Service to all Subscribers in the Town pursuant to applicable statute or regulation.

### **Section 5.02 PROGRAMMING**

(a) Pursuant to Section 624 of the Cable Act, the Licensee shall maintain the mix, quality and broad categories of Programming set forth in **Exhibit 3**, attached hereto and made a part hereof. Pursuant to federal law, all Programming decisions, including the Programming listed in **Exhibit 3**, attached hereto, are at the sole discretion of the Licensee, which Programming may be subject to change from time to time.

(b) Pursuant to applicable laws and/or regulations, the Licensee shall provide the Issuing Authority and all Subscribers with notice of its intent to substantially change the Sudbury Programming line-up at least thirty (30) days before any such change is to take place.

### **Section 5.03 LEASED CHANNELS FOR COMMERCIAL USE**

Pursuant to Section 612 (b)(1)(B) of the Cable Act, the Licensee shall make available channel capacity for commercial use by Persons unaffiliated with the Licensee.

### **Section 5.04 VCR/DVR CABLE COMPATIBILITY**

In order that Subscribers to the Cable Television System have the capability to simultaneously view and tape any channel and set their "time shifter" to record multiple channels remotely, the Licensee shall provide to any Subscriber, upon request, an A/B switch or by-pass switch, which will allow VCR and/or DVR owners to record and view any channel capable of being tuned by such owner's television set and/or VCR and/or DVR, the exception being that the Subscriber will not be able to view and record two scrambled Signals simultaneously.

### **Section 5.05 CONTINUITY OF SERVICE**

It shall be the right of all Subscribers to receive Service insofar as their financial and other obligations to the Licensee are honored; provided, however, that the Licensee shall have no obligation to provide Service to any Person who or which the Licensee has a reasonable basis to believe is utilizing an unauthorized Converter and/or is obtaining any Cable Service without required payment thereof. The Licensee shall ensure that all Subscribers receive continuous, uninterrupted Service, except for necessary Service interruptions or as a result of Cable System or equipment failures. When necessary, non-routine Service interruptions can be anticipated, the Licensee shall notify Subscribers of such interruption(s) in advance.

### **Section 5.06 DROPS, OUTLETS AND MONTHLY SERVICE TO PUBLIC BUILDINGS AND SCHOOLS**

(a) The Licensee shall continue to provide and maintain one (1) free Subscriber Cable Drop and Outlet and monthly Basic Service, at no charge to the Town, to each floor of all police and fire stations, public schools, public libraries and other public buildings along the Cable System route included in **Exhibit 2**, attached hereto and made a part hereof, and shall install and provide one Outlet and monthly Basic Service at no charge to any other public buildings and schools along the Cable System route as designated by the Issuing Authority. The Licensee shall coordinate the location of each Drop with each of the aforementioned institutions newly receiving Service. There shall be no costs

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

to the Town or any designated institution for the installation and provision of monthly Service and related maintenance.

(b) The Licensee shall supply one (1) Converter for each Outlet, without charge to the Town, if required for the reception of monthly Service. The Licensee shall maintain such Outlets and Converters for normal wear and tear, at its sole cost and expense; provided, however, that the Town shall be responsible for repairs and/or replacement necessitated by any acts of vandalism or theft.

(c) The Licensee shall discuss the location of each Drop and/or Outlet with the proper officials in each of the buildings, schools and/or institutions entitled to such a Drop or Outlet, prior to any such installation. The Licensee shall install any newly requested Drops and/or Outlets within sixty (60) days of any such requests from the Issuing Authority weather permitting. The Licensee shall not be responsible for the provision or maintenance of internal wiring owned by the Town or any public and/or school buildings.

## **ARTICLE 6. PUBLIC, EDUCATIONAL AND GOVERNMENTAL ACCESS FACILITIES AND SUPPORT**

### **Section 6.01 PEG ACCESS CHANNELS**

(a) The Licensee shall continue to make available to the Issuing Authority and/or its designee(s) two (2) Subscriber Network Downstream Channels for Sudbury PEG Access purposes.

(b) The Licensee shall provide a third downstream PEG Access Channel for use by the Issuing Authority and/or its designee(s) when the PEG Access Channels, pursuant to paragraph (a) above, are being programmed with locally produced, non-commercial, Programming eighty-five percent (85%) of the available cablecast hours in a two (2) month period. For purposes of this Section 6.01, "available cablecast hours" shall mean the hours of 4:00 PM to 10:00 PM. The Licensee shall have one hundred twenty (120) days following a written request by the Issuing Authority in which to make such new PEG Access Channel available.

(c) Said PEG Access Channels shall be used to transmit non-commercial PEG Access Programming to Subscribers, without charge to the Town, its designees and/or PEG Access Users, and shall be subject to the control and management of the Issuing Authority or its designee(s).

(d) The Licensee shall continue to provide one (1) demarcation point or Outlet capable of providing I-Net Upstream Channel capacity for PEG Access Programming from the locations listed in **Exhibit 2**, as well as the capability to easily switch the upstream Signals between the Origination Points described in Section 6.06 infra.

(e) While the Licensee retains sole discretion for channel placement, the Licensee shall attempt to minimize the number of PEG Access Channel assignment changes. The Licensee shall not move or otherwise relocate the channel locations of the PEG Access Channels, without thirty (30) days advance, written notice to the Issuing Authority.

(f) There shall be no charges to the Issuing Authority, the Town and/or its designees for the provision of said PEG Access Downstream Channels. To the extent permitted by applicable federal law, the Licensee shall be allowed to recover PEG Access Channel costs, in accordance with applicable laws and/or regulations, and to include such costs as a separately billed line item on each Subscriber's bill.

### **Section 6.02 QUARTERLY SUPPORT FOR PEG ACCESS PROGRAMMING**

(a) The Licensee shall continue to provide annual funding to the Issuing Authority, or its designee, to be used by the Town and/or its designees for PEG Access purposes, equal to four-and-one-quarter percent (4.25%) of the Licensee's Gross Annual Revenues. Said annual payments shall be used for, among other things, salary, staffing, equipment, operating and other related expenses connected with PEG Access Programming and operations.

(b) Said annual four-and-one-quarter percent (4.25%) PEG Access payments shall be made to the Issuing Authority, or its designee(s), on a calendar year quarterly basis, as follows:

Quarter 1	January, February and March	due May 15 <sup>th</sup>
Quarter 2	April, May and June	due August 15 <sup>th</sup>
Quarter 3	July, August and September	due November 15 <sup>th</sup>
Quarter 4	October, November and December	due February 15 <sup>th</sup> .

(c) The first payment to the Issuing Authority under this Section 6.02 shall be made no later than May 15<sup>th</sup>, 2009, and shall constitute four and one-quarter percent (4.25%) of the Licensee's Gross Annual Revenues for the period starting upon the Execution Date and ending March 31<sup>st</sup>, 2009. Thereafter, quarterly payments shall be made in accordance

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

with Section 6.02(b) above. The final payment to the Issuing Authority under Section 6.02 shall be made no later than February 15<sup>th</sup>, 2021 and shall constitute four and one-quarter percent (4.25%) of the Licensee's Gross Annual Revenues for the period of October 1, 2020 thru November 5<sup>th</sup>, 2020.

(d) The Licensee shall file with the Issuing Authority with each of said quarterly payments under Section 6.02(a) a statement certified by an authorized representative of the Licensee documenting, in reasonable detail, the total of all Gross Annual Revenues of the Licensee during the preceding three (3) month reporting period, as well as a completed Gross Annual Revenues Reporting Form, attached hereto as **Exhibit 4**. If the Licensee's quarterly payments to the Issuing Authority were less than the amounts required in Section 6.02(a) of the Licensee's Gross Annual Revenues for the reporting period, the Licensee shall pay any balance due to the Issuing Authority no later than its subsequent quarterly payment. Said statement shall include all of the general categories comprising Gross Annual Revenues as defined in Section 1 (23) supra.

(e) In no case shall said quarterly payment(s) pursuant to paragraph (a) above include (i) the equipment/facilities funding required by Section 6.03 below; and/or (ii) any other fees or payments required by applicable law, pursuant to Section 7.01(c) infra. The quarterly payments shall be considered a Franchise Fee, unless otherwise provided for by applicable law.

(f) There shall be no charges to the Issuing Authority, the Town, its designees, and/or PEG Access Users for said PEG Access quarterly funding.

(g) Any late fee payments to the Issuing Authority or its designees pursuant Section 7.04 infra shall not be deemed to be part of the funding to be paid to the Issuing Authority or its designees pursuant to Section 6.02(a) herein and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

**Section 6.03 PEG ACCESS EQUIPMENT/FACILITIES FUNDING**

(a) The Licensee shall provide a total of One Hundred Seventy-Five Thousand Dollars (\$175,000.00) payable to the Issuing Authority and/or its designee, as directed by the Issuing Authority, for PEG Access equipment and facilities purposes, payable as follows:

- (i) Seventy-Five Thousand Dollars (\$75,000.00) within ninety (90) days of the Execution Date;
- (ii) Fifty Thousand Dollars (\$50,000.00) on the second (2nd) anniversary of the Execution Date; and
- (iii) Fifty Thousand Dollars (\$50,000.00) on the fourth (4<sup>th</sup>) anniversary of the Execution Date.

(b) Under no circumstances shall said equipment/facilities payments required herein include (i) the quarterly funding payable to the Issuing Authority or its designee(s) pursuant to Section 6.02 supra; and/or (ii) applicable License Fees.

**Section 6.04 PEG ACCESS CHANNELS MAINTENANCE**

The Licensee shall monitor the PEG Access Channels for technical quality to ensure that they are maintained at standards commensurate with those which apply to the Cable System's commercial channels, in accordance with applicable FCC Technical Standards; provided, however, that the Licensee is not responsible for the production quality of PEG Access Programming productions. The Town, or its designee, shall be responsible for the production quality of all PEG Access Programming.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**Section 6.05 CENSORSHIP**

Neither the Issuing Authority, the Town, its designees, or the Licensee shall engage in any program censorship or any other control of the content of the PEG Access Programming on the Cable System, except as otherwise required or permitted by applicable law.

**Section 6.06 PEG ACCESS CABLECASTING**

(a) In order that PEG Access Programming can be cablecast over the PEG Access Downstream Channels, all PEG Access Programming shall be modulated, then transmitted from any location, identified in **Exhibit 2**, to the Headend or Hub, on one of the Upstream Channels made available, without charge, to the Issuing Authority and/or its designee(s) for its use. At the Headend, said Access Programming shall be retransmitted in the downstream direction on one of the Subscriber Network PEG Access Downstream Channels. If the Issuing Authority requests additional Origination Points, the Licensee may charge for any such Origination points in accordance with 3.02(c) *supra*.

(b) It shall be the Licensee's sole responsibility to ensure that said PEG Access Programming is properly switched, either manually or electronically, to the appropriate Subscriber Network PEG Access Downstream Channel, in an efficient and timely manner. The Licensee shall not charge the Issuing Authority, the Town or its designees for such switching responsibility. The Licensee and the Issuing Authority shall negotiate in good faith any difficulties that arise regarding cablecasting of PEG Access Programming pursuant to this Section 6.06.

(c) The Licensee shall provide and maintain all necessary switching and/or processing equipment located at its Hub Site or Headend in order to switch Upstream Signals carrying PEG Access Programming from the locations listed in **Exhibit 2** to the designated Subscriber Network Downstream PEG Access Channel.

(d) The Licensee shall own, maintain, repair and/or replace any Headend or Hubsite audio or video Signal processing equipment. The Town and/or its designees shall own, maintain, repair and/or replace studio or portable modulators and demodulators. The demarcation point between the Licensee's equipment and the Town's or its designee's equipment shall be at the output of the Town's and/or its designees modulator(s) at any of the **Exhibit 2** I-Net Buildings.

**Section 6.07 PEG ACCESS**

The Issuing Authority or its designee shall provide services to PEG Access Users and the Town, as follows:

- (1) Schedule, operate and program the PEG Access Channels
- (2) Manage quarterly funding;
- (3) Purchase, maintain and/or lease equipment
- (4) Conduct training programs in the skills necessary to produce PEG Access Programming;
- (5) Provide technical assistance and production services to PEG Access Users; ;
- (6) Establish rules, procedures and guidelines for use of the PEG Access Channels;
- (7) Provide publicity, fundraising, outreach, referral and other support services to PEG Access Users;
- (8) Assist Users in the production of Programming of interest to Subscribers and focusing on Town issues, events and activities; and
- (9) Accomplish and perform all such other tasks as appropriate and necessary.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**Section 6.08 ACCESS CORPORATION ANNUAL REPORT**

Upon the written request of the Licensee, the Issuing Authority shall provide the licensee with a copy of the Access Corporation's annual Form PC submitted to the Division of Public Charities, and the form 990 and any other Annual Report requested by the Issuing Authority and submitted by the Access Corporation.

## **ARTICLE 7. LICENSE FEES**

### **Section 7.01 LICENSE FEE PAYMENT**

(a) Pursuant to Massachusetts General Laws Chapter 166A, Section 9, the Licensee shall pay to the Town, throughout the term of this Renewal License, a License Fee equal to fifty cents (\$.50) per Subscriber per year, or such other amount as may in the future be allowed pursuant to State and/or federal law. The number of Subscribers, for purposes of this section, shall be calculated on the last day of each year of the term of this Renewal License.

(b) The Licensee shall not be liable for a total License Fee pursuant to this Renewal License and applicable law in excess of five percent (5%) of its Gross Annual Revenues; provided, however, that said five percent (5%) shall include (i) the PEG Access quarterly funding pursuant to Section 6.02 supra and (ii) applicable License Fees pursuant to Section 7.01(a) infra, but said five percent (5%) shall not include the following: (i) the PEG Access equipment/facilities funding pursuant to Section 6.03 supra; (ii) the costs related to any liquidated damages pursuant to Section 11.02 infra; and/or (iii) any interest due herein to the Issuing Authority and/or its designees because of late payments.

### **Section 7.02 PAYMENT**

Pursuant to M.G.L. Chapter 166A, Section 9, the License Fees shall be paid annually to the Issuing Authority throughout the term of this Renewal License, not later than March 15th of each year, unless provided for otherwise under applicable law.

### **Section 7.03 OTHER PAYMENT OBLIGATIONS AND EXCLUSIONS**

(a) The License Fee payments shall be in addition to and shall not constitute an offset or credit against any and all taxes or other fees or charges of general applicability which the Licensee or any Affiliated Person shall be required to pay to the Town, or to any State or federal agency or authority, as required herein or by law; the payment of said taxes, fees or charges shall not constitute a credit or offset against the License Fee payments all of which shall be separate and distinct obligations of the Licensee and each Affiliated Person. The Licensee herein agrees that no such taxes, fees or charges shall be used as offsets or credits against the License Fee payments.

(b) In accordance with Section 622(h) of the Cable Act, nothing in the Cable Act or this Renewal License shall be construed to limit any authority of the Issuing Authority to impose a tax, fee or other assessment of any kind on any Person (other than the Licensee) with respect to Cable Service provided by such Person over the Cable System for which charges are assessed to Subscribers but not received by the Licensee. For any twelve (12) month period, the fees paid by such Person with respect to any such Cable Service or any other communications Service shall not exceed five percent (5%) of such Person's gross revenues derived in such period from the provision of such service over the System.

(c) The term "franchise fee" shall have the meaning defined in Section 622 of the Cable Act.

### **Section 7.04 LATE PAYMENT**

In the event that the payments required under Section 7.01, Section 6.02 and/or 6.03 are not tendered on or before the dates fixed in each of said sections, interest due on such fee shall accrue from the date due at the rate of two percent (2%) above the Prime Rate. Any payments to the Town pursuant to this Section 7.04 shall not be deemed to be part of the License Fees to be paid to the Town pursuant to Section 7.01 hereof and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**Section 7.05 RECOMPUTATION**

(a) Tender or acceptance of any payment required in Article 6 and/or by Section 7.01 shall not be construed as an accord that the amount paid is correct, nor shall such acceptance of payment be construed as a release of any claim that the Issuing Authority may have for additional sums including interest payable under this Section 7.05. All amounts paid shall be subject to audit and recomputation by the Issuing Authority, which shall be based on the Licensee's fiscal year and shall occur in no event later than three (3) years after each License Fee payment is tendered,

(b) If the Issuing Authority has reason to believe that any such payment(s) are incorrect, the Licensee shall have twenty-one (21) days to provide the Issuing Authority with additional information documenting and verifying the accuracy of any such payment(s). In the event that the Issuing Authority does not believe that such documentation supports the accuracy of such payment(s), the Issuing Authority may conduct an audit of such payment(s). If, after such audit and recomputation, an additional fee is owed to the Issuing Authority, such fee shall be paid within thirty (30) days after such audit and recomputation, and the Licensee shall contribute to the costs of such audit in an amount not to exceed Two Thousand Five Hundred Dollars (\$2,500.00). The interest on such additional fee shall be charged from the due date at the rate of two percent (2%) above the Prime Rate during the period that such additional amount is owed. If, after such audit and recomputation, the Licensee has overpaid, such overpayment shall be credited against the next required License Fee payment to the Town, without interest charges of any kind.

**Section 7.06 AFFILIATES USE OF SYSTEM**

Use of the Cable System by Affiliates shall be in compliance with applicable State and/or federal laws, and shall not detract from Services provided to Sudbury.

**Section 7.07 METHOD OF PAYMENT**

All License Fee payments by the Licensee to the Town pursuant to this Renewal License shall be made payable to the Town and deposited with the Town Treasurer.

## **ARTICLE 8. RATES AND CHARGES**

### **Section 8.01 RATE REGULATION**

The Town reserves the right to regulate the Licensee's Basic Service and charges to the extent allowable under State and federal laws.

### **Section 8.02 NOTIFICATION OF RATES AND CHARGES**

(a) In accordance with applicable laws and regulations, the Licensee shall file with the Issuing Authority schedules which shall describe all services offered by the Licensee, all rates and charges of any kind, and all terms or conditions relating thereto.

(b) At the time of initial solicitation or installation of Service, the Licensee shall also provide each Subscriber with a detailed explanation of downgrade and upgrade policies and the manner in which Subscribers may terminate Cable Service. Subscribers shall have at least thirty (30) days prior to the effective date of any rate increase to either downgrade Service or terminate Service altogether without any charge. Change of Service policies shall be in compliance with 207 CMR 10.00 et seq., attached hereto as **Exhibit 5**.

### **Section 8.03 PUBLICATION AND NON-DISCRIMINATION**

All rates for Subscriber Services shall be published and non-discriminatory. A written schedule of all rates shall be available upon request during business hours at the Licensee's business office. Nothing in this Renewal License shall be construed to prohibit the reduction or waiver of charges in conjunction with promotional campaigns for the purpose of attracting or maintaining subscribers.

### **Section 8.04 CREDIT FOR SERVICE INTERRUPTION**

In accordance with applicable law(s), in the event that Service to any Subscriber is interrupted for twenty-four (24) or more consecutive hours, the Licensee shall grant such Subscriber a pro rata credit or rebate, in accordance with applicable law(s).

## **ARTICLE 9. INSURANCE AND BONDS**

### **Section 9.01    INSURANCE**

At all times during the term of the Renewal License, including the time for removal of facilities provided for herein, the Licensee shall obtain, pay all premiums for, and file with the Issuing Authority, upon written request, but not more than annually, copies of the certificates of insurance for the following policies:

(1) A general commercial liability policy naming the Town, its officers, boards, commissions, agents and employees as additional insureds on all claims on account of injury to or death of a person or persons occasioned by the construction, installation, maintenance or operation of the Cable System or alleged to have been so occasioned, with a minimum liability of One Million Dollars (\$1,000,000.00) for injury or death to any one Person in any one occurrence.

(2) A property damage insurance policy naming the Town, its officers, boards, commissions, agents and employees as additional insureds and save them harmless from any and all claims of property damage, real or personal, occasioned or alleged to have been so occasioned by the construction, installation, maintenance or operation of the Cable Television System, with a minimum liability of One Million Dollars (\$1,000,000.00) for damage to the property of any one Person in any one occurrence.

(3) A general liability policy with excess liability of Five Million Dollars (\$5,000,000.00), in umbrella form.

(4) Automobile liability insurance for owned automobiles, non-owned automobiles and/or rented automobiles in the amount of:

(a) One Million Dollars (\$1,000,000.00) for bodily injury and consequent death per occurrence;

(b) One Million Dollars (\$1,000,000.00) for bodily injury and consequent death to any one Person; and

(c) Five Hundred Thousand Dollars (\$500,000.00) for property damage per occurrence.

(5) Worker's Compensation in the minimum amount of the statutory limit.

(6) The following conditions shall apply to the insurance policies required herein:

(a) Such insurance shall commence no later than the Execution Date of this Renewal License.

(b) Such insurance shall be primary with respect to any insurance maintained by the Town and shall not call on the Town's insurance for contributions.

(c) Such insurance shall be obtained from brokers or carriers authorized to transact insurance business in the State.

(d) This Renewal License may, after hearing, be revoked for the Licensee's failure to obtain or maintain the required insurance under this Renewal License.

### **Section 9.02    PERFORMANCE BOND**

(a) The Licensee shall maintain, without charge to the Town, throughout the term of this Renewal License a faithful performance bond running to the Town, with good and sufficient surety licensed to do business in the State in the sum of Fifty Thousand Dollars (\$50,000.00). Said bond shall be conditioned upon the faithful performance and discharge of all of the obligations imposed by this Renewal License.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

(b) The performance bond shall be effective throughout the term of this Renewal License, including the time for removal of all of the facilities provided for herein, and shall be conditioned that in the event that the Licensee shall fail to comply with any one or more provisions of this Renewal License, the Town shall recover from the surety of such bond all damages suffered by the Town as a result thereof, in accordance with Sections 11.01 and 11.02 infra.

(c) Said bond shall be a continuing obligation of this Renewal License, and thereafter until the Licensee has satisfied all of its obligations to the Town that may have arisen from the grant of the Renewal License or from the exercise of any privilege herein granted. In the event that the Town recovers from said surety, the Licensee shall take immediate steps to reinstate the performance bond to the \$50,000.00 required herein. Neither this section, any bond accepted pursuant thereto, nor any damages recovered thereunder shall limit the liability of the Licensee under the Renewal License.

**Section 9.03    REPORTING**

Upon the written request of the Issuing Authority, the Licensee shall submit to the Issuing Authority, or its designee, copies of all current certificates regarding all insurance policies and the performance bond required herein.

**Section 9.04    INDEMNIFICATION**

The Licensee shall, at its sole cost and expense, indemnify and hold harmless the Issuing Authority, the Town, its officials, boards, commissions, committees, agents and/or employees against all claims for damage due to the actions of the Licensee, its employees, officers or agents arising out of the construction, installation, maintenance, operation and/or removal of the Cable System under the Renewal License, including without limitation, damage to Persons or property, both real and personal, caused by the construction, installation, operation, maintenance and/or removal of any structure, equipment, wire or cable installed. Indemnified expenses shall include, without limitation, all reasonable attorneys' fees and costs, including the reasonable value of any services rendered by the Town Counsel, incurred up to such time that the Licensee assumes defense of any action hereunder provided that the Issuing Authority shall give to the Licensee timely written notice of its obligation to indemnify and defend the Issuing Authority for which indemnification is sought. In the event that the Town employs outside counsel for the purposes set forth herein, the Licensee shall pay the costs of such outside counsel for such services.

**Section 9.05    NOTICE OF CANCELLATION OR REDUCTION OF COVERAGE**

The insurance policies and the performance bond required herein shall each contain an explicit endorsement stating that such insurance policies and performance bond are intended to cover the liability assumed by the Licensee under the terms of the Renewal License and shall contain the following endorsement:

It is hereby understood and agreed that this policy (or performance bond) shall not be cancelled, materially changed or the amount of coverage thereof reduced until thirty (30) days after receipt by the Issuing Authority by certified mail of one (1) copy of a written notice of such intent to cancel, materially change or reduce the coverage required herein.

## **ARTICLE 10. ADMINISTRATION AND REGULATION**

### **Section 10.01 REGULATORY AUTHORITY**

(a) The Issuing Authority and/or its designee(s) shall be responsible for the day to day regulation of the Cable Television System. The Issuing Authority and/or its designee(s) shall monitor and enforce the Licensee's compliance with the terms and conditions of this Renewal License. The Issuing Authority shall notify the Licensee in writing of any instance of non-compliance pursuant to Section 11.01 infra.

(b) Upon request, the Licensee shall meet with the Cable Advisory Committee in public meetings, as scheduled by the Cable Advisory Committee after reasonable notice, and consideration of the Licensee's availability, to review the Licensee's operations in the Town. Either party may request a meeting at any other time as well.

### **Section 10.02 PERFORMANCE EVALUATION HEARINGS**

(a) The Issuing Authority may hold a performance evaluation hearing not more than once during each twelve (12) month period during of this Renewal License. All such evaluation hearings shall be open to the public. The purpose of said evaluation hearing shall be to, among other things, (i) review the Licensee's compliance to the terms and conditions of this Renewal License, with emphasis on PEG Access Channels, facilities and support; customer service and Complaint response; and Programming; and (ii) hear comments, suggestions and/or Complaints from the public. The Issuing Authority shall provide the Licensee with twenty-one (21) days advance, written notice regarding compliance matters.

(b) The Issuing Authority shall have the right to question the Licensee on any aspect of this Renewal License including, but not limited to, the operation, maintenance and/or removal of the Cable Television System. During review and evaluation by the Issuing Authority, the Licensee shall fully cooperate with the Issuing Authority and/or its designee(s), and produce such documents or other materials relevant to such review and evaluation as are reasonably requested from the Town. Any Subscriber or other Person may submit comments during such review hearing, either orally or in writing, and such comments shall be duly considered by the Issuing Authority.

(c) Within sixty (60) days after the conclusion of such review hearing(s), the Issuing Authority shall issue a written report with respect to Licensee's compliance with this Renewal License and send one (1) copy to the Licensee and file one (1) copy with the Town Clerk's Office. If inadequacies are found which result in a violation of any of the provisions of this Renewal License, the Licensee shall respond and propose a plan for implementing any changes or improvements necessary, pursuant to Section 11.01 infra.

### **Section 10.03 NONDISCRIMINATION**

The Licensee shall not discriminate against any Person in its solicitation or Service on the basis of race, color, creed, religion, ancestry, national origin, geographical location within the Town, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. The Licensee shall be subject to all other requirements of federal and State laws or regulations, relating to nondiscrimination through the term of the Renewal License. This Section 10.03 shall not affect the right of the Licensee to offer discounts.

### **Section 10.04 EMERGENCY REMOVAL OF PLANT**

If, at any time, in case of fire or disaster in the Town, it shall become necessary in the reasonable judgment of the Issuing Authority or its designee(s), to cut or move any of the wires, cables, amplifiers, appliances or appurtenances of the Cable Television System, the Town shall have the right to do so at the sole cost and expense of the Licensee. In such event, the Licensee shall reimburse the Issuing Authority the reasonable cost and expense of such removal within thirty (30) days of submission of a bill thereof.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**Section 10.05 REMOVAL AND RELOCATION**

The Issuing Authority shall have the power at any time to order and require the Licensee to remove or relocate any pole, wire, cable or other structure owned by the Licensee that is dangerous to life or property. In the event that the Licensee, after notice, fails or refuses to act within a reasonable time, the Issuing Authority shall have the power to remove or relocate the same at the sole cost and expense of the Licensee. In such event, the Licensee shall reimburse the Town the reasonable cost and expense of such removal within thirty (30) days of submission of a bill thereof.

**Section 10.06 JURISDICTION AND VENUE**

Jurisdiction and venue over any dispute, action or suit arising directly from this Renewal License shall be in any court of appropriate venue and subject matter jurisdiction located in the Commonwealth of Massachusetts and the parties by this instrument subject themselves to the personal jurisdiction of said court for the entry of any such judgment and for the resolution of any dispute, action, or suit.

## **ARTICLE 11. DETERMINATION OF BREACH, LIQUIDATED DAMAGES, LICENSE REVOCATION**

### **Section 11.01 DETERMINATION OF BREACH**

In the event that the Issuing Authority has reason to believe that the Licensee has defaulted in the performance of any or several provisions of this Renewal License, except as excused by Force Majeure (Section 15.07), the Issuing Authority shall notify the Licensee in writing, by certified mail, of the provision or provisions which the Issuing Authority believes may have been in default and the details relating thereto. The Licensee shall have thirty (30) days from the receipt of such notice to:

(a) respond to the Issuing Authority in writing, contesting the Issuing Authority's assertion of default and providing such information or documentation as may be necessary to support the Licensee's position; or

(b) cure any such default (and provide written evidence of the same), or, in the event that by nature of the default, such default cannot be cured within such thirty (30) day period, to take reasonable steps to cure said default and diligently continue such efforts until said default is cured. The Licensee shall report to the Issuing Authority, in writing, by certified mail, at thirty (30) day intervals as to the Licensee's efforts, indicating the steps taken by the Licensee to cure said default and reporting the Licensee's progress until such default is cured.

(c) In the event that (i) the Licensee fails to respond to such notice of default; and/or (ii) the Licensee fails to cure the default or to take reasonable steps to cure the default within the required thirty (30) day period; the Issuing Authority or its designee shall promptly schedule a public hearing no sooner than fourteen (14) days after written notice, by certified mail, to the Licensee. The Licensee shall be provided reasonable opportunity to offer evidence and be heard at such public hearing.

(d) Within thirty (30) days after said public hearing, the Issuing Authority shall determine whether or not Licensee is in default of any provision of the Renewal License and issue to the Licensee a written determination of its findings. In the event that the Issuing Authority, after such hearings, determines that the Licensee is in such default, the Issuing Authority may determine to pursue any of the following remedies:

- (i) assess liquidated damages in accordance with the schedule set forth in Section 11.02 below;
- (ii) seek specific performance of any provision in this Renewal License which reasonably lends itself to such remedy as an alternative to damages;
- (iii) commence an action at law for monetary damages;
- (iv) foreclose on all or any appropriate part of the security provided pursuant to Section 9.02 herein;
- (v) declare the Renewal License to be revoked subject to Section 11.03 below and applicable law;
- (vi) invoke any other lawful remedy available to the Town.

### **Section 11.02 LIQUIDATED DAMAGES**

(a) For the violation of any of the following provisions of this Renewal License, liquidated damages shall be paid by the Licensee to the Issuing Authority, subject to Section 11.01 above. Any such liquidated damages shall be assessed as of the date that the Licensee received written notice, by certified mail, of the provision or provisions which the Issuing Authority believes are in default, provided that the Issuing Authority made a determination of default pursuant to Section 11.01(d) above.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

- (1) For failure to obtain the advance, written approval of the Issuing Authority for any transfer of the Renewal License in accordance with Section 2.06 herein, Two Hundred Fifty Dollars (\$250.00) per day, for each day that any such non-compliance continues.
- (2) For failure to fully activate, operate and maintain the Subscriber Network in accordance with Section 3.01 herein, One Hundred and Seventy Five Dollars (\$175.00) per day, for each day that any such non-compliance continues.
- (3) For failure to fully activate, operate, maintain and repair the Institutional Network in accordance with Section 3.02 herein, One Hundred and Seventy Five Dollars (\$175.00), for each day that any such non-compliance continues.
- (4) For failure to comply with the FCC's Customer Service Obligations in accordance with Section 12.05 infra, and **Exhibit 5** attached hereto, Three Hundred Dollars (\$300.00) per day that any such non-compliance continues
- (5) For failure to comply with the PEG Access Programming and equipment provisions in accordance with the provisions in Article 6 herein, Three Hundred Dollars (\$300.00) per day, for each day that any such non-compliance continues; provided, however, any payment(s) under this Section 11.02(a)(5) shall be reduced by any late payment interest, if any, paid pursuant to Section 6.04(i) and/or Section 6.05(c) supra, only if such late payments are the subject of such non-compliance.

(b) Such liquidated damages shall not be a limitation upon, any other provisions of this Renewal License and applicable law, including revocation, or any other statutorily or judicially imposed penalties or remedies; provided, however, that in the event that the Issuing Authority collects liquidated damages for a specific breach for a specific period of time, pursuant to Section 11.01 above, the collection of such liquidated damages shall be deemed to be the exclusive remedy for said specific breach.

(c) Each of the above-mentioned cases of non-compliance shall result in damage to the Town, its residents, businesses and institutions, compensation for which will be difficult to ascertain. The Licensee agrees that the liquidated damages in the amounts set forth above are fair and reasonable compensation for such damage. The Licensee agrees that said foregoing amounts are liquidated damages, not a penalty or forfeiture, and are within one or more exclusions to the term "franchise fee" provided by Section 622(g)(2)(A)-(D) of the Cable Act.

#### **Section 11.03 REVOCATION OF THE RENEWAL LICENSE**

To the extent permitted by applicable law, in the event that the Licensee fails to comply with any material provision of this Renewal License, the Issuing Authority may revoke the Renewal License granted herein.

#### **Section 11.04 TERMINATION**

The termination of this Renewal License and the Licensee's rights herein shall become effective upon the earliest to occur of: (i) the revocation of the Renewal License by action of the Issuing Authority, pursuant to Section 11.01 and 11.03 above; (ii) the abandonment of the Cable System, in whole or material part, by the Licensee without the express, prior approval of the Issuing Authority; or (iii) the expiration of the term of this Renewal License unless the Licensee is otherwise permitted to continue operating the Cable System pursuant to applicable law(s).

#### **Section 11.05 NON-EXCLUSIVITY OF REMEDY**

No decision by the Issuing Authority or the Town to invoke any remedy under this Renewal License or under any statute, law or by-law shall preclude the availability of any other such remedy.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**Section 11.06 NO WAIVER-CUMULATIVE REMEDIES**

(a) No failure on the part of the Issuing Authority, the Town or the Licensee to exercise, and no delay in exercising, any right in this Renewal License shall operate as a waiver thereof, nor shall any single or partial exercise of any such right preclude any other right, all subject to the conditions and limitations contained in this Renewal License.

(b) The rights and remedies provided herein are cumulative and not exclusive of any remedies provided by law, and nothing contained in this Renewal License shall impair any of the rights of the Issuing Authority, the Town or the Licensee under applicable law, subject in each case to the terms and conditions in this Renewal License.

(c) No waiver of, nor failure to exercise any right or remedy by the Issuing Authority, the Town or the Licensee at any one time shall affect the exercise of such right or remedy or any other right or remedy by the Issuing Authority, the Town or the Licensee at any other time. In order for any waiver of the Issuing Authority, the Town or the Licensee to be effective, it shall be in writing.

(d) The failure of the Issuing Authority, the Town or the Licensee to take any action in the event of any breach by the Licensee shall not be deemed or construed to constitute a waiver of or otherwise affect the right of the Issuing Authority, the Town or the Licensee to take any action permitted by this Renewal License at any other time in the event that such breach has not been cured, or with respect to any other breach by the other party.

## **ARTICLE 12. SUBSCRIBER RIGHTS AND CONSUMER PROTECTION**

### **Section 12.01 CUSTOMER SERVICE OFFICE IN SUDBURY**

(a) For the entire term of this Renewal License, the Licensee shall operate a customer service office, reasonably convenient to the Town for the purpose of, among other things, (i) receiving customer payments; (ii) returning or exchanging equipment; and (iii) answering inquiries and resolving Complaints. Said office shall be open on a full-time basis during Normal Business Hours, as defined herein.

(b) There shall be no charges to the Issuing Authority and/or the Town in connection with the operation of such a customer service office.

### **Section 12.02 TELEPHONE ACCESS**

(a) The Licensee's call center shall have a publicly listed toll-free telephone number for its Sudbury Subscribers, unless required otherwise to be a local telephone number or connection by applicable law.

(b) Pursuant to 47 C.F.R. §76.309(c)(1)(B), under Normal Operating Conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety percent (90%) of the time under Normal Operating Conditions, as defined by applicable law, measured on a quarterly basis.

(c) A Subscriber shall receive a busy signal less than three percent (3%) of the time that the Licensee's customer call centers are open for business, measured on a quarterly basis, under Normal Operating Conditions.

(d) The Licensee shall not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of Complaints indicates a clear failure to comply.

### **Section 12.03 CUSTOMER SERVICE CALL CENTER**

(a) The Licensee shall maintain and operate a customer service call center twenty-four (24) hours a day, seven (7) days a week, including holidays. The Licensee reserves the right to modify its business operations with regard to such customer service call center. The Licensee shall comply with all State and federal requirements pertaining to the hours of operation of such customer service call center.

(b) In the event that the Licensee does not maintain and operate its customer service call center twenty-four (24) hours a day, seven (7) days a week, the Licensee shall maintain a telephone answering service to handle Subscriber inquiries, Complaints and emergencies, and provide proper referral regarding billing and other Subscriber information. The Licensee shall log all such after-hours calls. Said answering service shall (i) forward all inquiries and/or Complaints to the Licensee the next business day and (ii) inform each Subscriber calling that his or her Complaint will be referred to the Licensee's Customer Service Department for response. If requested, or reasonably warranted by the reported nature of the Subscriber's problem or inquiry, the Licensee shall promptly contact each individual Subscriber to follow-up on their individual problem and/or inquiry.

### **Section 12.04 INSTALLATION VISITS-SERVICE CALLS-RESPONSE TIME**

(a) The Licensee shall provide Cable Service(s) to Sudbury residents who request Service within seven (7) working days of said request, provided that said request is for a standard aerial installation pursuant to Section 4.01(b) *supra*.

(b) In arranging appointments for either installation visits or service calls, the Licensee shall offer to the resident or Subscriber in advance a choice as to whether said installation visit or service call will occur in the appointed

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

morning, afternoon or, if applicable, evening time blocks. Failure of the Licensee through its own fault to install cable or make the service call as scheduled shall require the Licensee to offer automatically a priority cable installation or service call to the affected resident or Subscriber at a time mutually agreeable to the Licensee and said resident or Subscriber.

(c) A request for Service received after Normal Business Hours, shall be responded to the next business day.

(d) The Licensee shall ensure that there are stand-by technicians on-call at all times after Normal Business Hours to address (i) any emergency situations, (ii) a number of similar Complaint calls; and/or (iii) a number of calls coming from the same area.

(e) System outages shall be responded to promptly, twenty-four (24) hours a day by technical personnel. For purposes of this section, an outage shall be considered to occur when three (3) or more calls are received from any one neighborhood within a one hour timeframe, concerning such an outage, or when the Licensee has reason to know of such an outage.

(f) The Licensee shall respond to all requests for service or repair that are received during Normal Business Hours on the same day, if possible, but in all instances, requests for service calls shall be responded to within twenty-four (24) hours of said original call Monday-Friday. Verification of the problem and resolution shall occur promptly.

(g) The Licensee shall remove all Subscriber Drop Cables, within ten (10) days of receiving a request from a Subscriber to do so.

#### **Section 12.05 FCC CUSTOMER SERVICE OBLIGATIONS**

The Licensee shall comply with the FCC's Customer Service Obligations, codified at 47 U.S.C. Section 76.309, as may be amended from time to time, which standards are attached hereto, and made a part hereof, as **Exhibit 6**.

#### **Section 12.06 BUSINESS PRACTICE STANDARDS**

The Licensee shall provide the Issuing Authority and all of its Subscribers with the following information pursuant to 207 CMR 10.00 et seq., attached hereto as **Exhibit 5** as the same may exist or be amended from time to time:

- (i) Notification of its Billing Practices;
- (ii) Notification of Services, Rates and Charges;
- (iii) Form of Bill;
- (iv) Advance Billing, Issuance of Bills;
- (v) Billing Due Dates, Delinquency, Late Charges and Termination of Service;
- (vi) Charges for Disconnection or Downgrading of Service;
- (vii) Billing Disputes; and
- (viii) Security Deposits.

#### **Section 12.07 COMPLAINT RESOLUTION PROCEDURES**

(a) The Licensee shall establish a procedure for resolution of Complaints by Subscribers.

(b) Upon reasonable notice, the Licensee shall expeditiously investigate and resolve all Complaints regarding the quality of Service, equipment malfunctions and similar matters. In the event that a Subscriber is aggrieved, the

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Issuing Authority or its designee(s) shall be responsible for receiving and acting upon such Subscriber Complaints and/or inquiries, as follows:

(i) Upon the written request of the Issuing Authority or its designee(s), and subject to applicable privacy laws, the Licensee shall, within ten (10) business days after receiving such request, send a written report to the Issuing Authority with respect to any Complaint. Such report shall provide a full explanation of the investigation, finding and corrective steps, if any, taken by the Licensee.

(ii) Should a Subscriber have an unresolved Complaint regarding cable television operations, the Subscriber shall be entitled to file his or her Complaint with the Issuing Authority or its designee(s), who shall have primary responsibility for the continuing administration of this Renewal License and the implementation of Complaint procedures. The Subscriber shall thereafter meet jointly with the Issuing Authority or its designee(s) and a representative of the Licensee, within thirty (30) days of the Subscriber's filing of his or her Complaint, in order to fully discuss and resolve such matter. The Licensee shall notify each new Subscriber, at the time of initial installation of Cable Service, of the procedures for reporting and resolving all of such Complaints, and annually to all Subscribers.

(c) Notwithstanding the foregoing, if the Issuing Authority or its designee(s) determines it to be in the public interest, the Issuing Authority or its designee(s) may investigate any Complaints or disputes brought by Subscribers arising from the operations of the Licensee.

(d) In the event that the Issuing Authority or its designee(s) finds a pattern of multiple unresolved Subscriber Complaints, the Issuing Authority or its designee(s) and the Licensee shall discuss, in good faith, possible amendments to the Licensee's procedures for the resolution of Complaints.

**Section 12.08 REMOTE CONTROL DEVICES**

The Licensee shall allow its Subscribers to purchase, from legal and authorized parties other than the Licensee, own, utilize and program remote control devices which are compatible with the Converter(s) provided by the Licensee. The Licensee takes no responsibility for changes in its equipment which might make inoperable the remote control devices acquired by Subscribers.

**Section 12.09 EMPLOYEE IDENTIFICATION CARDS**

All of the Licensee's employees entering upon private property, in connection with the construction, installation, maintenance and/or operation of the Cable System, including repair and sales personnel, shall be required to wear an employee identification card issued by the Licensee and bearing a picture of said employee. If such employee(s) does not produce such a photo-identification card and, as a result, is not admitted to a Subscriber's home, such visit shall be deemed to be a missed service visit by the Licensee.

**Section 12.10 PROTECTION OF SUBSCRIBER PRIVACY**

(a) The Licensee shall respect the rights of privacy of every Subscriber and/or User of the Cable Television System and shall not violate such rights through the use of any device or Signal associated with the Cable Television System, and as hereafter provided.

(b) The Licensee shall comply with all privacy provisions contained in this Article 12 and all other applicable federal and State laws including, but not limited to, the provisions of Section 631 of the Cable Act.

(c) The Licensee shall be responsible for carrying out and enforcing the Cable System's privacy policy, and shall at all times maintain adequate physical, technical and administrative security safeguards to ensure that personal subscriber information is handled and protected strictly in accordance with this policy.

**Section 12.11 PRIVACY WRITTEN NOTICE**

At the time of entering into an agreement to provide any Cable Service to a Subscriber, and annually thereafter to all Cable System Subscribers, the Licensee shall provide Subscribers with written notice, as required by Section 631(a)(1) of the Cable Act, which, at a minimum, clearly and conspicuously explains the Licensee's practices regarding the collection, retention, uses, and dissemination of personal subscriber information, and describing the Licensee's policy for the protection of subscriber privacy.

**Section 12.12 MONITORING**

(a) Unless otherwise required by a court order, neither the Licensee nor its agents nor the Town nor its agents shall tap, monitor, arrange for the tapping or monitoring, or permit any other Person to tap or monitor, any cable, line, Signal, input device, or subscriber Outlet or receiver for any purpose, without the prior written authorization of the affected Subscriber or User; provided, however, that the Licensee may conduct system-wide or individually addressed "sweeps" solely for the purpose of verifying System integrity, checking for illegal taps, controlling return-path transmission, billing for pay Services or monitoring channel usage in a manner not inconsistent with the Cable Act. The Licensee shall report to the affected parties and the Issuing Authority any instances of monitoring or tapping of the Cable Television System, or any part thereof, of which it has knowledge, whether or not such activity has been authorized by the Licensee, other than as permitted herein.

(b) The Licensee shall not record or retain any information transmitted between a Subscriber or User and any third party, except as required for lawful business purposes. Pursuant to Section 631(e) of the Cable Act, the Licensee shall destroy all personally identifiable information if such information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information pursuant to a request from a Subscriber or pursuant to a court order.

**Section 12.13 DISTRIBUTION OF SUBSCRIBER INFORMATION**

(a) In accordance with applicable law, the Licensee and its agents and/or employees shall not disclose personal identifiable information concerning a Subscriber without prior written or electronic consent of the Subscriber concerned.

(b) The Licensee may disclose such information if the disclosure is:

(i) necessary to render, or conduct a legitimate business activity related to, a Cable Service provided by the Licensee to the Subscriber; and/or

(ii) made pursuant to a court order authorizing such disclosure, if the Subscriber is notified of such order by the person to whom the order is directed.

(iii) a disclosure of the names and addresses of Subscribers to any Cable Service or other Service, if (a) the Licensee has provided the Subscriber the opportunity to prohibit or limit such disclosure, and (b) the disclosure does not reveal, directly or indirectly, the (i) extent of any viewing or other use by the Subscriber of a Cable Service or other Service provided by the Licensee, and/or (ii) the nature of the transaction made by the Subscriber over the Cable System.

**Section 12.14 POLLING BY CABLE**

No poll of a Subscriber or User shall be conducted or obtained, unless (i) the program shall contain an explicit disclosure of the nature, purpose and prospective use of the results of the poll, and (ii) the program has an informational, entertainment or educational function which is self-evident. The Licensee or its agents shall release the results only in the aggregate and without individual references.

**Section 12.15 INFORMATION WITH RESPECT TO VIEWING HABITS AND SUBSCRIPTION DECISIONS**

Except as permitted by §631 of the Cable Act or pursuant to an order by a court, neither the Licensee nor its agents nor its employees shall make available to any third party, including the Town, information concerning the viewing habits or subscription package decisions of any individual Subscriber. If a court authorizes or orders such disclosure, the Licensee shall notify the Subscriber as soon as practicable, unless such notification is otherwise prohibited by applicable law or the court.

**Section 12.16 SUBSCRIBER'S RIGHT TO INSPECT AND VERIFY INFORMATION**

(a) The Licensee shall make available for inspection by a Subscriber at a reasonable time and place all personal subscriber information that the Licensee maintains regarding said Subscriber.

(b) A Subscriber may obtain from the Licensee a copy of any or all of the personal subscriber information regarding him or her maintained by the Licensee. The Licensee may require a reasonable fee for making said copy.

(c) A Subscriber or User may challenge the accuracy, completeness, retention, use or dissemination of any item of personal subscriber information. Such challenges and related inquiries about the handling of subscriber information shall be directed to the Licensee. The Licensee shall change any such information upon a reasonable showing by any Subscriber that such information is inaccurate.

**Section 12.17 PRIVACY STANDARDS REVIEW**

The Issuing Authority and the Licensee shall periodically review this Article 12 to determine that it effectively addresses appropriate concerns about privacy. This Article may be amended by agreement of the Issuing Authority and the Licensee.

## **ARTICLE 13. REPORTS, AUDITS AND PERFORMANCE TESTS**

### **Section 13.01 GENERAL**

(a) Upon the written request of the Issuing Authority, the Licensee shall promptly submit to the Town any information regarding the Licensee, its business and operations, and/or any Affiliated Person, with respect to the Cable System, in such form and containing such detail as may be reasonably specified by the Town pertaining to the subject matter of this Renewal License which may be reasonably required to establish the Licensee's compliance with its obligations pursuant to this Renewal License.

(b) If the Licensee believes that the documentation requested by the Issuing Authority involves proprietary information, then the Licensee shall submit the information to its counsel, who shall confer with the Town Counsel for a determination of the validity of the Licensee's claim of a proprietary interest.

### **Section 13.02 FINANCIAL REPORTS**

(a) In accordance with applicable law, no later than one hundred twenty (120) days after the end of the Licensee's fiscal year, the Licensee shall furnish the Issuing Authority with a financial balance sheet (Cable Division Form 200) and statement of ownership which shall be open for public inspection. Said statements and balance sheet shall be sworn to by the Licensee's authorized financial representative.

(b) The Licensee shall also provide any other report required by State and federal law.

### **Section 13.03 CABLE SYSTEM INFORMATION**

Upon written request or as required by applicable law, the Licensee shall file annually with the Issuing Authority a statistical summary of the operations of the Cable System. Said report shall include the number of Basic Service Subscribers.

### **Section 13.04 IN-HOUSE TELEPHONE REPORTS**

Not more than twice per year, and upon written request from the Issuing Authority, unless otherwise agreed to be the parties hereto, in order to establish the Licensee's compliance with Section 12.02 and Section 12.05 herein, the Licensee shall provide the Issuing Authority with a report of telephone traffic generated from an in-house automated call accounting or call tracking system.

### **Section 13.05 ANNUAL PERFORMANCE TESTS**

Upon written request of the Issuing Authority, the Licensee shall provide copies of performance tests to the Issuing Authority in accordance with FCC regulations, as set out in 47 C.F.R. §76.601 et seq.

### **Section 13.06 QUALITY OF SERVICE**

Where there exists evidence which, in the reasonable judgment of the Issuing Authority, casts doubt upon the reliability or technical quality of Cable Service(s), on either the Subscriber Network or the I-Net, the Issuing Authority shall have the right and authority to require the Licensee to test, analyze and report on the performance of the Cable System. The Licensee shall fully cooperate with the Issuing Authority in performing such testing and shall provide the results in a written report, if requested, within thirty (30) days after written notice for the same.

### **Section 13.07 DUAL FILINGS**

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

If requested in writing, the Licensee or the Issuing Authority shall make available to one another copies of any petitions or communications with any State or federal agency or commission pertaining to any material aspect of the Cable System operation hereunder and subject to Section 13.01 above.

**Section 13.08 INVESTIGATION**

Subject to applicable law and regulation, the Licensee and any Affiliated Person(s) shall cooperate fully and faithfully with any lawful investigation, audit or inquiry conducted by a Town governmental agency.

**Section 13.09 INDIVIDUAL COMPLAINT REPORTS**

The Licensee shall, within ten (10) business days after receiving a written request from the Town accompanied by a written authorization, or letter of Complaint or similar correspondence from the Subscriber, send a written report to the Issuing Authority with respect to any Complaint. Such report shall provide a full explanation of the investigation, finding(s) and corrective steps taken.

**Section 13.10 SUBSCRIBER COMPLAINT REPORTS**

The Licensee shall comply with all applicable law and regulations regarding Subscriber Complaint reports and submit copies of any report(s) sent to any federal or state agency, division or commission no later than fourteen (14) days after submission to any such agency, division or commission.

**Section 13.11 SERVICE INTERRUPTION REPORTS**

The Licensee shall comply with all applicable law and regulations regarding service interruption reports and submit copies of any reports sent to any federal or state agency, division or commission no later than fourteen (14) days after submission to any such agency, division or commission.

## **ARTICLE 14. EMPLOYMENT**

### **Section 14.01 EQUAL EMPLOYMENT OPPORTUNITY**

The Licensee shall comply with all laws and regulations with respect to Equal Employment Opportunities.

### **Section 14.02 NON-DISCRIMINATION**

The Licensee shall adhere to all federal and State laws prohibiting discrimination in employment practices.

## **ARTICLE 15. MISCELLANEOUS PROVISIONS**

### **Section 15.01 ENTIRE AGREEMENT**

This instrument contains the entire agreement between the parties, supersedes all prior agreements or proposals except as specifically incorporated herein, and cannot be changed orally but only by an instrument in writing executed by the parties.

### **Section 15.02 CAPTIONS**

The captions to sections throughout this Renewal License are intended solely to facilitate reading and reference to the sections and provisions of the Renewal License. Such captions shall not affect the meaning or interpretation of the Renewal License.

### **Section 15.03 SEPARABILITY**

If any section, sentence, paragraph, term or provision of this Renewal License is determined to be illegal, invalid or unconstitutional, by any court of competent jurisdiction or by any State or federal regulatory agency having jurisdiction thereof, such determination shall have no effect on the validity of any other section, sentence, paragraph, term or provision hereof, all of which shall remain in full force and effect for the term of this Renewal License.

### **Section 15.04 ACTS OR OMISSIONS OF AFFILIATES**

During the term of this Renewal License, the Licensee shall be liable for the acts or omission of its Affiliates while such Affiliates are involved directly or indirectly in the construction, installation, maintenance or operation of the Cable System as if the acts or omissions of such Affiliates were the acts or omissions of the Licensee.

### **Section 15.05 RENEWAL LICENSE EXHIBITS**

The Exhibits to this Renewal License, attached hereto, and all portions thereof, are incorporated herein by this reference and expressly made a part of this Renewal License, unless such Exhibits are noted for informational purposes only.

### **Section 15.06 WARRANTIES**

The Licensee warrants, represents and acknowledges that, as of the Execution Date of this Renewal License:

(i) The Licensee is duly organized, validly existing and in good standing under the laws of the State;

(ii) The Licensee has the requisite power and authority under applicable law and its by-laws and articles of incorporation and/or other organizational documents, is authorized by resolutions of its Board of Directors or other governing body, and has secured all consents which are required to be obtained as of the Execution Date of this Renewal License, to enter into and legally bind the Licensee to this Renewal License and to take all actions necessary to perform all of its obligations pursuant to this Renewal License;

(iii) This Renewal License is enforceable against the Licensee in accordance with the provisions herein, subject to applicable State and federal law;

(iv) There is no action or proceedings pending or threatened against the Licensee which would interfere with its performance of this Renewal License; and

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

(v) Pursuant to Section 625(f) of the Cable Act, the performance of all terms and conditions in this Renewal License is commercially practicable as of the Execution Date of this Renewal License.

**Section 15.07 FORCE MAJEURE**

If by reason of Force Majeure either party hereto is unable in whole or in part to carry out its obligations hereunder, said party shall not be deemed in violation or default during the continuance of such inability. The term "Force Majeure" as used herein shall mean the following: acts of God; acts of public enemies; orders of any kind of the government of the United States of America or of the State or any of their departments, agencies, political subdivision, or officials, or any civil or military authority; insurrections; riots; epidemics; landslides; lightening; earthquakes; fires; hurricanes; volcanic activity; storms; floods; washouts; droughts; environmental restrictions; civil disturbances; explosions; strikes; unavailability of essential equipment, services and/or materials beyond the control of the Issuing Authority, the Town or the Licensee; and any other matters beyond the reasonable control of the Issuing Authority, the Town or the Licensee.

**Section 15.08 REMOVAL OF ANTENNAS**

The Licensee shall not remove any television antenna of any Subscriber but shall offer to said Subscriber an adequate switching device (A/B and/or antenna switch) to allow said Subscriber to choose between cable and non-cable television reception.

**Section 15.09 SUBSCRIBER TELEVISION SETS**

Pursuant to MGL 166A §5(d), the Licensee shall not engage directly or indirectly in the business of selling or repairing television or radio sets; provided, however, that the Licensee may make adjustments to television sets in the course of normal maintenance.

**Section 15.10 APPLICABILITY OF RENEWAL LICENSE**

All of the provisions in this Renewal License shall apply to the Town, the Licensee, and their respective successors and assignees.

**Section 15.11 NOTICES**

(a) Every notice to be served upon the Issuing Authority shall be delivered, or sent by certified mail (postage prepaid) to the Board of Selectmen, Town Hall, 322 Concord Road, Sudbury, Massachusetts 01776, or such other address as the Issuing Authority may specify in writing to the Licensee, with a copy of such notice to the Town Counsel. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt.

(b) Every notice served upon the Licensee shall be delivered or sent by certified mail (postage prepaid) to the following addresses or such other address(es) as the Licensee may specify in writing to the Issuing Authority. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt.

Comcast Cable Communications, Inc.  
Attn: Senior Director of Government & Community Relations  
92 Glenn Street  
Lawrence, Massachusetts 01843

with one (1) copy to:

Comcast Cable Communications, Inc.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

Attn: Vice-President of Government Relations  
676 Island Pond Road  
Manchester, New Hampshire 03109

Comcast Cable Communications, Inc.  
Attn: Government Affairs  
1500 Market Street  
Philadelphia, PA 19102

(c) Whenever notice of any public hearing relating to the Cable System is required by law or regulation, the Issuing Authority shall publish notice of the same, sufficient to identify its time, place and purpose, as may be required.

(d) Subject to subsection (c) above, all required notices shall be in writing.

**Section 15.12 NO RECOURSE AGAINST THE ISSUING AUTHORITY**

Pursuant to Section 635A(a) of the Cable Act, the Licensee shall have no recourse against the Issuing Authority, the Town and/or its officials, boards, commissions, committees, members, agents or employees other than injunctive relief or declaratory relief, arising from the regulation of Cable Service or from a decision of approval or disapproval with respect to a grant, renewal, transfer, or amendment of this Renewal License.

**Section 15.13 TOWN'S RIGHT OF INTERVENTION**

The Town hereby reserves the right, as authorized by applicable law and/or regulation, to intervene in any suit, action or proceeding involving this Renewal License, or any provision in this Renewal License; provided, however, that this section shall not restrict the right of the Licensee to oppose such intervention in an appropriate forum, pursuant to applicable law.

**Section 15.14 TERM**

All obligations of the Licensee and the Issuing Authority set forth in the Renewal License shall commence upon the Execution Date of this Renewal License and shall continue for the term of the Renewal License, except as expressly provided for otherwise herein.

## **EXHIBIT 1 - I-NET DESIGN**

As shown in Figure 1 on the following page, the Flynn Building is the Institutional Network Hub. Four optical fibers connect the Hub to each Institutional Network location. One fiber is for upstream transmission to the Town's Flynn Building hub location and the second fiber is for downstream transmission from the Hub. All locations can receive and transmit data. Those sites designated above as "Video" capable can also receive and transmit video programming to/from the Hub. The Hub also has a direct connection to the Licensee's Headend which can be utilized for sending video programming upstream to the Headend for distribution to cable subscribers.

## Sudbury Town I-Net

EXHIBIT 1 Figure 1

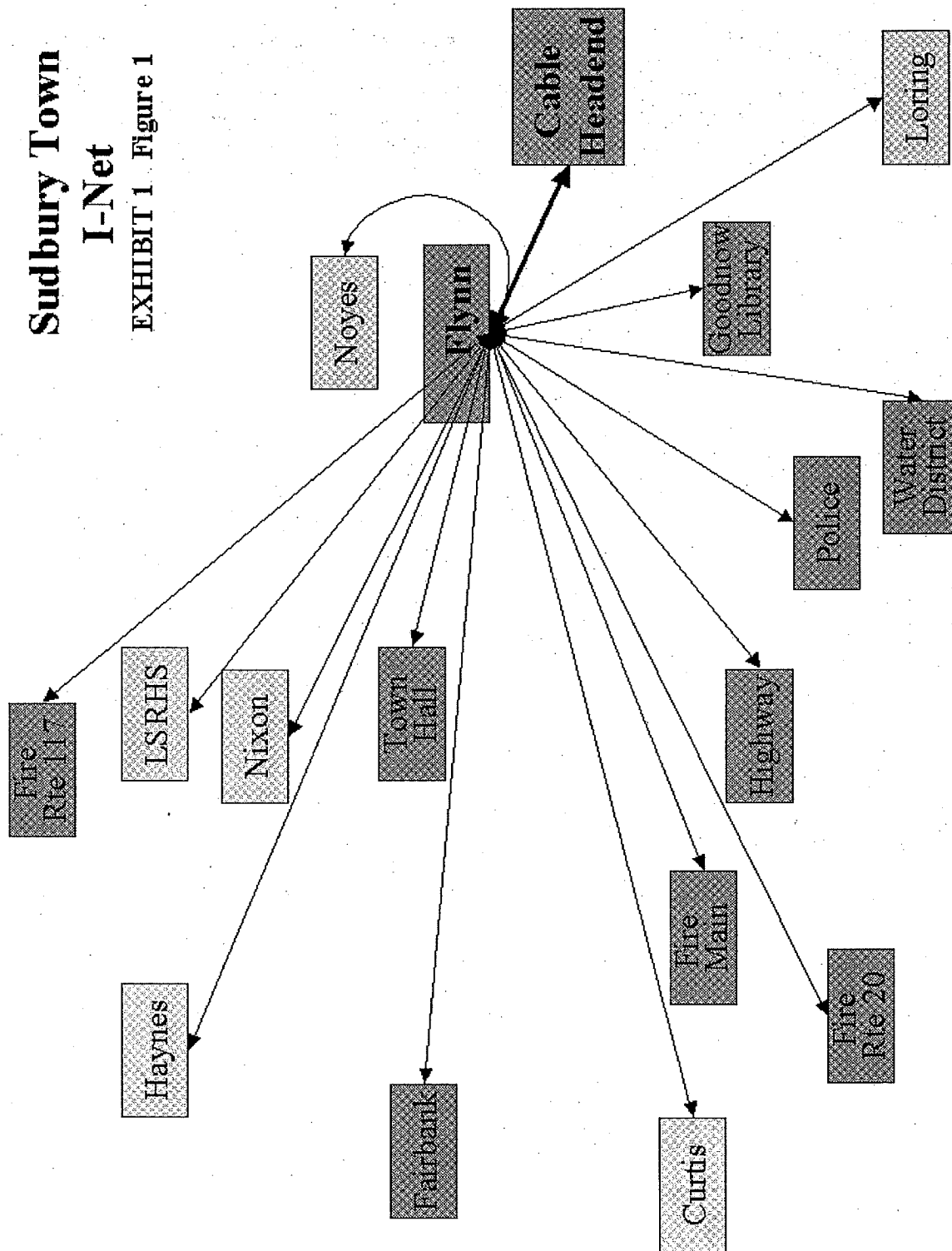


Figure 2: Sudbury Video and Data I-Net Location

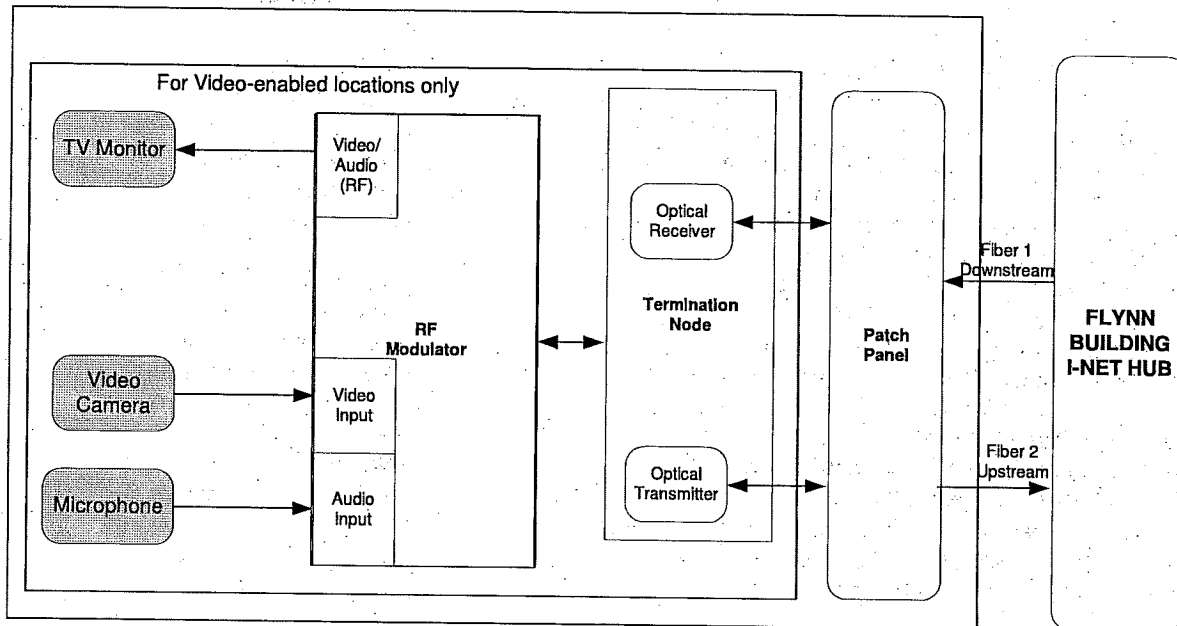


Figure 2: For all locations designated as video-capable the Licensee is responsible for providing all components shown in the above diagram except for the shaded boxes on the far left.

In addition, the Licensee must provide and maintain, at no cost to the Town, and in compliance with the requirements of Section 3.02 supra, a patch panel and 100Mb/s data termination equipment connecting to an additional fiber pair at every building, and a patch panel and 100Mb/s switching equipment at the Flynn Building Hub, resulting in a fully-functional 100Mb/s data network.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**EXHIBIT 2 - I-NET BUILDINGS, FREE DROPS, AND MONTHLY SERVICE**

<u>Location</u>	<u>Capability</u>
1. Flynn Building, 278 Old Sudbury Road	I-Net Signals
2. Lincoln-Sudbury Regional High School, 390 Lincoln Road	I-Net, Video, Service
3. Fairbank Community Center, 40 Fairbank Road	I-Net, Video, Service
4. Sudbury Town Hall, 322 Concord Road	I-Net, Video, Service
5. Nixon School, 472 Concord Road	I-Net, Video, Service
6. Haynes School, 169 Haynes Road	I-Net, Video, Service
7. Highway Dept., 275 Old Lancaster Road	I-Net
8. Curtis Middle School, 22 Pratt's Mill Road	I-Net, Video, Service
9. Police Station, 415 Boston Post Road	I-Net, Service
10. Loring School, 80 Woodside Road	I-Net, Video, Service
11. Noyes School, 280 Old Sudbury Road	I-Net, Video, Service
12. Hudson Rd. Fire Dept., 77 Hudson Road	I-Net, Service
13. Water District, 199 Raymond Road	I-Net
14. Goodnow Library, 21 Concord Road	I-Net, Video, Service
15. North Rd. Fire Dept., 268 North Road	I-Net, Service
16. Boston Post Rd. Fire Dept., 550 Boston Post Road	I-Net, Service
17. Hosmer House, Old Sudbury Road	Service
18. State Crime Lab, North Road	Service

An "I-Net" location must provide one I-Net connection as described in section 3.02(c)

A "Video" location must provide Video uplink origination capability as described in section 6.01(d)

A "Service" location shall receive Drops and/or Outlets and monthly Service at no charge, as described in section 5.07(a).

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

### EXHIBIT 3 - PROGRAMMING AND INITIAL SIGNAL CARRIAGE

The Licensee shall provide the following broad categories of Programming:

- + News Programming;
- + Sports Programming;
- + Public Affairs Programming;
- + Children's Programming;
- + Entertainment Programming;
- + Foreign Language Programming; and
- + Local Programming.

For informational purposes, it is the Licensee's intention to have the following channel line-up upon the Execution Date of the Renewal License, subject to applicable law and the Licensee's editorial discretion.

#### Basic Service, Expanded Basic Service, Family Tier, Digital Economy and Digital Starter Channel Line-up <sup>1</sup>

2 WGBH-2 (PBS)/HD Channel 802 <sup>2</sup>	26 ABC Family Channel	51 NESN	208 WGBH World <sup>2</sup>
3 HSN <sup>3</sup>	27 Travel Channel	52 Comcast SportsNet	217 GSN Kids <sup>2</sup>
4 WBZ-4 (CBS)/HD Channel 804 <sup>4</sup>	28 MTV	54 Food Network <sup>4,5</sup>	229 Trinity Broadcasting Network <sup>2,4</sup>
5 WCVB-5 (ABC)/HD Channel 805 <sup>3</sup>	29 VH-1	55 Spike TV <sup>5</sup>	237 WGBH Create <sup>2</sup>
6 New England Cable News	30 FX	56 Bravo	263 Leased Access <sup>2</sup>
7 WHDH-7 (NBC)/HD Channel 807 <sup>2</sup>	31 TBS	58 History <sup>5</sup>	265 WYDN-48 (Daystar) <sup>2</sup>
8 Community Access	32 Home & Garden TV <sup>4</sup>	59 AMC <sup>5</sup>	297 WHDH Weather Plus <sup>2</sup>
9 Educational Access	33 TNT	60 Cartoon Network <sup>5</sup>	
10 Government Access	34 E! Entertainment <sup>5</sup>	61 Comedy Central <sup>5</sup>	<b>Digital Starter<sup>6</sup></b>
11 WENH-11 (PBS)	35 USA Network <sup>5</sup>	62 Sci-Fi Channel	102 TV Guide Network
12 WLVI-56 (CW)/HD Channel 808 <sup>2</sup>	36 Lifetime <sup>5</sup>	63 Animal Planet <sup>5</sup>	168 TruTV <sup>5</sup>
13 WFTX-25 (FOX)/HD Channel 806 <sup>2</sup>	37 A&E <sup>5</sup>	64 TV Land <sup>5</sup>	205 movieplex
14 WSBK-38 (NBC)/HD Channel 814 <sup>2</sup>	38 The Learning Channel	65 VERSUS	208 Hallmark Channel <sup>5</sup>
15 WBPX-68 (ION)	39 Discovery Channel <sup>5</sup>	67 BET	224 Inspirational Network
16 WGBX-44 (PBS)	41 Fox News <sup>5</sup>	69 The Golf Channel	228 EWTN <sup>5</sup>
17 WUN-27 (UNI)	42 CNN <sup>5</sup>	70 QVC <sup>5</sup>	247 C-SPAN2 <sup>4,5</sup>
18 WZLX-50 (MyTV)	43 CNN Headline News <sup>4</sup>	96 WWDP-46 (Shop NBC)	251 MSNBC
19 WNEU-60 (Telemundo)	44 C-SPAN <sup>4,5</sup>	98 RTP	267 GSN
20 WMFP-62 (IND)	46 CNBC		268 CatholicTV <sup>5</sup>
21 WUTF-66 (Telefeutura)	47 The Weather Channel <sup>4,5</sup>		
24 Disney Channel <sup>4,5</sup>	49 ESPN		
25 Nickelodeon <sup>4</sup>	50 ESPN2		

**Comcast.**  
1-800-COMCAST

- <sup>1</sup> Subject to availability.
- <sup>2</sup> Available in all digital format. Digital capable equipment is required. Channels subject to availability.
- <sup>3</sup> High-definition (HD) channels, including local signals, are subject to availability. A high-definition (HD) television set (not provided) and HD capable equipment is required.
- <sup>4</sup> This channel also available with a subscription to Family Tier. Family Tier is available to customers who subscribe to Basic Service only. Family Tier requires a digital cable box and remote control or CableCARD. Music Choice<sup>®</sup> and Channel 1 On Demand are not available with the Family Tier. Family Tier can not be combined with any other Comcast Digital Cable Package. Premium channels are available at an additional cost.
- <sup>5</sup> This channel also available with a subscription to Digital Economy. Digital Economy includes Basic Service, Digital Economy video content and a digital cable box and remote or a CableCARD on the primary outlet. A Digital Additional Outlet Service Charge may be applicable for additional outlets. If you wish to upgrade to a High-Definition Cable Box, an incremental equipment fee may be applicable. Not all HD channels are available in all areas with Digital Economy.

- <sup>6</sup> Digital Starter includes Basic Service, Expanded Basic Service, Digital Starter video content and a digital cable box and remote or a CableCARD on the primary outlet. A Digital Additional Outlet Service Charge may be applicable for additional outlets. A High-Definition Cable Box (upgrade) fee is applicable if you wish to upgrade to a High-Definition Cable Box. Not all HD channels are available in all areas with Digital Starter.

- |   |   |
|---|---|
| <input type="checkbox"/> Basic Service          | <input checked="" type="checkbox"/> Digital Starter |
| <input type="checkbox"/> Expanded Basic Service |   |

Acton, Hudson, Maynard, Sew & Sudbury, MA

C-001

03/09

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**EXHIBIT 4 - GROSS ANNUAL REVENUES REPORTING FORM**

Company: Comcast of Massachusetts I, Inc.

Municipality: **Sudbury**

Quarterly Revenue Period: \_\_\_\_\_ Calendar Year: \_\_\_\_\_

**Composition of Total Gross Annual Revenues Subject to License Fee:**

Revenue Adjustment (specify) \_\_\_\_\_

Totals by Service:

Basic Service Revenue	\$ [enter amount]
Pay Service Revenue <sup>1</sup>	\$ [enter amount]
Other Unregulated Revenue <sup>2</sup>	\$ [enter amount]
Digital Revenue	\$ [enter amount]
Subtotal:	\$ [enter subtotal]

Totals by Non Service:

Home Shopping Revenue	\$ [enter amount]
Advertising Revenue	\$ [enter amount]
Leased Access Revenue	\$ [enter amount]
Franchise Fees	\$ [enter amount]
Subtotal:	\$ [enter subtotal]
Less Bad Debt/Add Bad Debt Paid	\$ [enter amount]

Total Gross Revenue	\$ [enter total]
Franchise Fee 4.25%	\$ [enter % of total]
Fee-on-Fee 4.25%	\$ [enter % of %]
<u>Franchise Fee Due</u>	<u>\$ [enter total due]</u>

1 – Pay Service includes all Pay Channels and Pay Per View Movie/Event revenue.

2 – Other Unregulated includes converter, remote, installation, TV Guide, wire maintenance and other misc. revenues

Authorized Comcast Representative:

\_\_\_\_\_  
Title:

Date: \_\_\_\_\_

## **EXHIBIT 5 - BILLING AND TERMINATION OF SERVICE**

### **207 CMR 10.00**

#### **10.01: Billing Practices Notice**

- (1) Every cable television operator shall give written notice of its billing practices to potential subscribers before a subscription agreement is reached. Such notice shall include practices relating to the frequency and timing of bills, payment requirements necessary to avoid account delinquency, billing dispute resolution procedures and late payment penalties.
- (2) A copy of the cable television operator's billing practices notice, work order and sample subscriber bill shall be filed by March 15th of each year with the Commission, the issuing authority, and the company's local office, where they shall be available for public inspection. If an operator amends its billing practices notice, work order or subscriber bill after submitting the annual filing, it shall file copies of the amendments with the Commission, the issuing authority and the company's local office.
- (3) At least 30 days prior to implementing a change of one of its billing practices, the cable television operator shall notify in writing the Commission, the issuing authority and all affected subscribers of the change and include a description of the changed practice.
- (4) Statements about billing practices in work orders, marketing, materials and other documents shall be consistent with the billing practices notice.

#### **10.02: Services, Rates and Charges Notice**

- (1) The cable television operator shall give notice of its services, rates and charges to potential subscribers before a subscription agreement is reached.
- (2) At least 30 days prior to implementing an increase in one of its rates or charges or a substantial change in the number or type of programming services, the operator shall notify, in writing, the Commission, the issuing authority and all affected subscribers of the change and include a description of the increased rate or charge. The notice shall list the old and new rate or charge and, if applicable, the old and new programming services provided.
- (3) Every cable television operator shall fully disclose in writing all of its programming services and rates, upon request from a subscriber.
- (4) Every cable television operator shall fully disclose in writing all of its charges for installation, disconnection, downgrades and upgrades, reconnection, additional outlets, and rental, purchase and/or replacement due to damage or theft of equipment or devices used in relation to cable services, upon request from a subscriber.
- (5) Every cable television operator shall provide written notice of the charge, if any, for service visits and under what circumstances such charge will be imposed, upon request from a subscriber.
- (6) A copy of the cable operator's programming services, rates and charges shall be filed by March 15th of each year with the Commission, the issuing authority and the company's local office where it shall be made available for public inspection. If an operator amends its notice after the annual filing, it shall file a copy of the amendment with the Commission, the issuing authority and the company's local office.
- (7) A cable operator shall not charge a subscriber for any service or equipment that the subscriber has not affirmatively requested by name. This provision, however, shall not preclude the addition or

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

deletion of a specific program from a service offering, the addition or deletion of specific channels from an existing tier of service, or the restructuring or division of existing tiers of service that do not result in a fundamental change in the nature of an existing service or tier of service.

**10.03: Form of Bill**

- (1) The bill shall contain the following information in clear, concise and understandable language and format:
  - (a) The name, local address and telephone number of the cable television operator. The telephone number shall be displayed in a conspicuous location on the bill and shall be accompanied by a statement that the subscriber may call this number with any questions or complaints about the bill or to obtain a description of the subscriber's rights under 207 CMR 10.07 in the event of a billing dispute;
  - (b) the period of time over which each chargeable service is billed including prorated periods as a result of establishment and termination of service;
  - (c) the dates on which individually chargeable services were rendered or any applicable credits were applied;
  - (d) separate itemization of each rate or charge levied or credit applied, including, but not be limited to, basic, premium service and equipment charges, as well as any unit, pay-per-view or per item charges;
  - (e) the amount of the bill for the current billing period, separate from any prior balance due;
  - (f) The date on which payment is due from the subscriber.
- (2) Cable operators may identify as a separate line item of each regular subscriber bill the following:
  - (a) The amount of the total bill assessed as a franchise fee and the identity of the franchising authority to whom the fee is paid;
  - (b) The amount of the total bill assessed to satisfy any requirements imposed on the cable operator by the franchise agreement to support public, educational, or governmental channels or the use of such channels;
  - (c) The amount of any other fee, tax, assessment, or charge of any kind imposed by any governmental authority on the transaction between the operator and the subscriber. In order for a governmental fee or assessment to be separately identified under 207 CMR 10.03, it must be directly imposed by a governmental body on a transaction between a subscriber and an operator.
- (3) All itemized costs shall be direct and verifiable. Each cable operator shall maintain a document in its public file which shall be available upon request, that provides the accounting justification for all itemized costs appearing on the bill.

**10.04: Advance Billing and Issuance of Bill**

- (1) In the absence of a license provision further limiting the period of advance billing, a cable operator may, under uniform nondiscriminatory terms and conditions, require payment not more than two months prior to the last day of a service period.
- (2) A cable subscriber may voluntarily offer and a cable operator may accept advance payments for periods greater than two months.
- (3) Upon request, a cable television operator shall provide subscribers with a written statement of account for each billing period and a final bill at the time of disconnection.

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

**10.05: Billing Due Dates, Delinquency, Late Charges and Termination of Service**

- (1) Subscriber payment is due on the due date marked on the bill, which shall be a date certain and in no case a statement that the bill is due upon receipt. The due date shall not be less than five business days following the mailing date of the bill.
- (2) A subscriber account shall not be considered delinquent unless payment has not been received by the company at least 30 days after the bill due date.
- (3) The following provisions shall apply to the imposition of late charges on subscribers:
  - (a) A cable television operator shall not impose a late charge on a subscriber unless a subscriber is delinquent, the operator has given the subscriber a written late charge notice in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the date of delinquency to pay the balance due.
  - (b) A charge of not more than 5 percent of the balance due may be imposed as a one-time late charge.
  - (c) No late charge may be assessed on the amount of a bill in dispute.
- (4) A cable television operator shall not terminate a subscriber's service unless the subscriber is delinquent, the cable operator has given the subscriber a separate written notice of termination in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the mailing of the notice of termination to pay the balance due. A notice of termination shall not be mailed to subscribers until after the date of delinquency.
- (5) A cable television operator shall not assess a late charge on a bill or discontinue a subscriber's cable television service solely because of the nonpayment of the disputed portion of a bill during the period established by 207 CMR 10.07 for registration of a complaint with the operator or during the process of a dispute resolution mechanism recognized under 207 CMR 10.07.
- (6) Any charge for returned checks shall be reasonably related to the costs incurred by the cable company in processing such checks.

**10.06: Charges for Disconnection or Downgrading of Service**

- (1) A cable television operator may impose a charge reasonably related to the cost incurred for a downgrade of service, except that no such charge may be imposed when:
  - (a) A subscriber requests total disconnection from cable service; or
  - (b) A subscriber requests the downgrade within the 30 day period following the notice of a rate increase or a substantial change in the number or type of programming services relative to the service (s) in question.
- (2) If a subscriber requests disconnection from cable television service prior to the effective date of an increase in rates, the subscriber shall not be charged the increased rate if the cable television operator fails to disconnect service prior to the effective date. Any subscriber who has paid in advance for the next billing period and who requests disconnection from service shall receive a prorated refund of any amounts paid in advance.

**10.07: Billing Disputes**

- (1) Every cable television operator shall establish procedures for prompt investigation of any billing dispute registered by a subscriber. The procedure shall provide at least 30 days from the due date of the bill for the subscriber to register a complaint. The cable television operator shall notify the

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

subscriber of the result of its investigation and give an explanation for its decision within 30 working days of receipt of the complaint.

- (2) The subscriber shall forfeit any rights under 207 CMR 10.07 if he or she fails to pay the undisputed balance within 30 days.
- (3) Any subscriber in disagreement with the results of the cable television operator's investigation shall promptly inquire about and take advantage of any complaint resolution mechanism, formal or informal, available under the license or through the issuing authority before the Commission may accept a petition filed under 207 CMR 10.07(4).
- (4) The subscriber or the cable television operator may petition the Commission to resolve disputed matters within 30 days of any final action. Final action under 207 CMR 10.07(3) shall be deemed to have occurred 30 days after the filing of a complaint.
- (5) Upon receipt of a petition, the Commission may proceed to resolve the dispute if all parties agree to submit the dispute to the Commission and be bound by the Commission's decision and the Commission obtains a statement signed by the parties indicating that agreement. In resolving the dispute, the Commission may receive either written or oral statements from the parties, and may conduct its own investigation. The Commission shall then issue a decision based on the record and the parties shall receive written notification of the decision and a statement of reasons therefor.

**10.08: Security Deposits**

- (1) A cable operator shall not require from any cable subscriber a security deposit for converters or other equipment in excess of the cost of the equipment.
- (2) The cable operator shall pay interest to the cable subscriber at a rate of 7% per year for any deposit held for six months or more, and such interest shall accrue from the date the deposit is made by the cable subscriber. Interest shall be paid annually by the cable operator to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.
- (3) Within 30 days after the return of the converter or other equipment, the cable operator shall return the security deposit plus any accrued interest to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.

## **EXHIBIT 6- FCC CUSTOMER SERVICE OBLIGATIONS**

### **TITLE 47--TELECOMMUNICATION**

### **CHAPTER I--FEDERAL COMMUNICATIONS COMMISSION**

### **PART 76--CABLE TELEVISION SERVICE**

### **Subpart H--General Operating Requirements**

### **Sec. 76.309 Customer Service Obligations**

(a) A cable franchise authority may enforce the customer service standards set forth in paragraph (c) of this section against cable operators. The franchise authority must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.

(b) Nothing in this rule should be construed to prevent or prohibit:

(1) A franchising authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in paragraph (c) of this section;

(2) A franchising authority from enforcing, through the end of the franchise term, pre-existing customer service requirements that exceed the standards set forth in paragraph (c) of this section and are contained in current franchise agreements;

(3) Any State or any franchising authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or

(4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by the standards set forth in paragraph (c) of this section.

(c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:

(1) Cable system office hours and telephone availability--

(i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week.

(a) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

(b) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

(ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis. (iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.

(iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.

(v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located. (2) Installations, outages and service calls. Under normal operating conditions, each of the following four standards will be met no less than ninety-five (95) percent of the time measured on a quarterly basis: (i) Standard installations will be performed within seven (7) business days after an order has been placed. "Standard" installations are those that are located up to 125 feet from the existing distribution system.

(ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption becomes Known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.

(iii) The "appointment window" alternatives for installations, service calls, and other installation activities will be either a specific time or, at maximum, a four-hour time block during normal business hours. (The

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)

(iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.

(v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time that is convenient for the customer.

(3) Communications between cable operators and cable subscribers--

(i) Notifications to subscribers--

(A) The cable operator shall provide written information on each of the following areas at the time of installation of service, at least annually to all subscribers, and at any time upon request:

(1) Products and services offered;

(2) Prices and options for programming services and conditions of subscription to programming and other services;

(3) Installation and service maintenance policies;

(4) Instructions on how to use the cable service;

(5) Channel positions programming carried on the system; and,

(6) Billing and complaint procedures, including the address and telephone number of the local franchise authority's cable office.

(b) Customers will be notified of any changes in rates, programming services or channel positions as soon as possible in writing. Notice must be given to subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the cable operator. In addition, the cable operator shall notify subscribers thirty (30) days in advance of any significant changes in the other information required by paragraph (c)(3)(i)(A) of this section. Notwithstanding any other provision of Part 76, a cable operator shall not be required to provide prior notice of any rate change that is the result of a regulatory fee, franchise fee, or any other fee, tax, assessment, or charge of any kind imposed by any Federal agency, State, or franchising authority on the transaction between the operator and the subscriber.

(ii) Billing--

(a) Bills will be clear, concise and understandable. Bills must be fully itemized, with itemizations including, but not limited to, basic and premium service charges and equipment charges. Bills will also clearly delineate all activity during the billing period, including optional charges, rebates and credits.

(b) In case of a billing dispute, the cable operator must respond to a written complaint from a subscriber within 30 days.

(iii) Refunds--Refund checks will be issued promptly, but no later than either--

(a) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or

(B) The return of the equipment supplied by the cable operator if service is terminated.

(iv) Credits--Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

(4) Definitions--

(i) Normal business hours--The term "normal business hours" means those hours during which most similar businesses in the community are open to serve customers. In all cases, "normal business hours" must include some evening hours at least one night per week and/or some weekend hours.

(ii) Normal operating conditions--The term "normal operating conditions" means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

(iii) Service interruption--The term "service interruption" means the loss of picture or sound on one or more cable channels.

**EXHIBIT 7 - MASSACHUSETTS CABLE DIVISION FORM 500**

**Form 500 Complaint Data - Paper Filing**

<b>City/Town:</b>					
<b>Filing Year:</b>					
<b>Number of Subscribers:</b>					
<b>Average Resolution Time:</b>	<1> Less than 1 Day, <2> 1-3 Days, <3> 4-7 Days, <4> 8-14 Days, <5> 15-30 Days, <6> > 30 Days				
<b>Manner of Resolution:</b>	A. Resolved to the satisfaction of both parties, B. Resolved, customer dissatisfied, C. Not Resolved.				
	<b>Total</b>	<b>Avg.</b>	<b>Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.</b>		
	<b>Complaints</b>	<b>Resolution Time (see code above)</b>	<b>A.</b>	<b>B.</b>	<b>C.</b>
Advertising/Marketing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Appointment/Service call	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Billing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Service	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Defective Notice	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Equipment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Installation	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Reception	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Service Interruption	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unable to Contact	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Failure to Respond to Original Complaint	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Cable Company:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_  
**State:** \_\_\_\_\_  
**Zip:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**E-Mail:** \_\_\_\_\_

Cable Television Restated & Renewal License for Sudbury, Massachusetts.  
Granted to COMCAST, and Dated March 10<sup>th</sup>, 2009

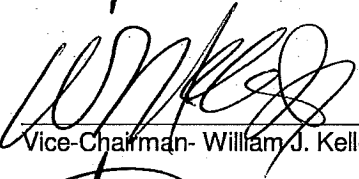
**SIGNATURE PAGE**

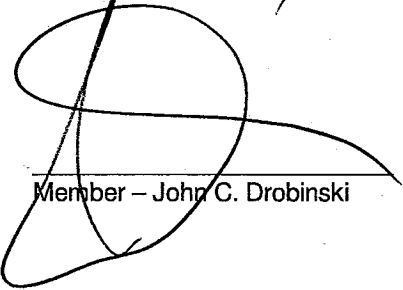
In Witness Whereof, this Renewal License is hereby issued by the Board of Selectmen of the Town of Sudbury, Massachusetts, as Issuing Authority, and all terms and conditions are hereby agreed to by Comcast of Massachusetts, III, Inc., this tenth day of March, 2009.

***The Town of Sudbury, Massachusetts***

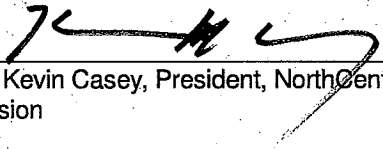
BY: *The Sudbury Board of Selectmen,*  
*as Issuing Authority*

  
Chairman - Lawrence W. O'Brien

  
Vice-Chairman- William J. Keller Jr.

  
Member – John C. Drobinski

***Comcast of Massachusetts III,***

  
BY: Kevin Casey, President, North Central  
Division